
QMS® 3260/4032

Print System

Operation

1800497-001B

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1

Introduction

In This Chapter . . .

- “Introduction” on page 1-2
- “About This Manual” on page 1-2

Introduction

This manual provides information on installing consumables such as media and toner cartridges. You'll also find information on advanced printing features, printer care, print quality, and troubleshooting. Use this guide in conjunction with your other QMS 3260/4032 Print System documentation. This manual can be used for the QMS 3260 Print System or the QMS 4032 Print System. Either printer is referred to as QMS 3260/4032 Print System.

About This Manual

| | | |
|----------|---|--|
| 1 | Introduction | Provides an overview of this guide. |
| 2 | Everyday Operations and Printer Care | Contains media information; describes how to replace the toner cartridge, fuser, and maintenance kits |
| 3 | Advanced Printing Features | Explains how to collate output, print a status page, cancel a print job, and end a print job; contains information on how to access and use the printer's web page |
| 4 | Media Jams | Describes how to handle and clean the printer. Explains how to locate and clear media jams. |
| 5 | Troubleshooting Printer Problems | Lists printer status messages, outlines printer and print quality problems and solutions, and describes how to place a service call. |
| A | QMS Customer Support | Provides product sales and support telephone numbers, and describes how to communicate with QMS through the Internet, and Q-FAX. |
| B | Configuration Menu | Provides a view of the printer's configuration menu. |

C Repacking the Printer

Explains how to repack the printer in case you need to relocate or ship your printer after it's been installed.

Typographic Conventions

The following typographic conventions are used in this manual:

| | |
|---|---|
| Mixed-Case Courier | Text you type, and messages and information displayed on the screen |
| <i>Mixed-Case Italic Courier</i> | Variable text you type; replace the italicized word(s) with information specific to your printer or computer |
| UPPERCASE COURIER | Information displayed in the printer message window |
| lowercase bold | PostScript operators and DOS commands |
| <i>lowercase italic</i> | Variable information in text. |
| UPPERCASE | File and utility names |
| ↵ | Press the Enter key (PC) or Return key (Macintosh) |
| ^ | Press and hold down the Ctrl key (PC) |
|  | In Adobe Acrobat PDF versions of the manual, click to play a QuickTime video clip of the procedure described in the text. |

» **Note:** Notes contain tips, extra information, or important information that deserves emphasis or reiteration.

▲ **Caution:** Cautions present information that you need to know to avoid equipment damage, process failure, or extreme annoyance.

 **WARNING!** Warnings indicate the possibility of personal injury if a specific procedure is not performed exactly as described in the manual.

ACHTUNG! Bitte halten Sie sich exakt an die im Handbuch beschriebene Vorgehensweise, da sonst Verletzungsgefahr bestehen könnte.



2

Everyday Operations and Printer Care

In This Chapter . . .

- “Loading the Media Trays” on page 2-2
- “Using Media Other than Paper” on page 2-6
- “Using Toner Cartridges” on page 2-10
- “Replacing a Toner Cartridge” on page 2-11
- “Handling the Printer” on page 2-18
- “Cleaning the Printer” on page 2-19
- “Preventive Maintenance” on page 2-21

Introduction

This chapter covers basic printer operation, such as loading paper, transparencies, labels, and envelopes; and replacing toner cartridges.

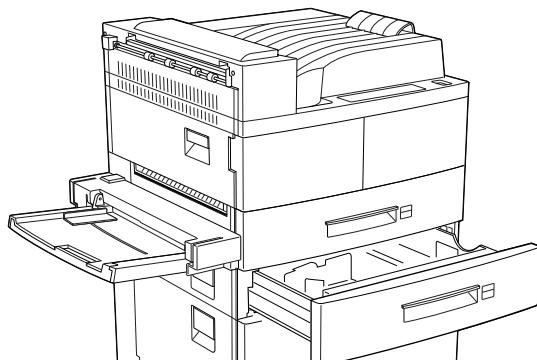
Loading the Media Trays

Prepare the Paper

- 1 **Take a stack of about 500 sheets (1 ream).**
- » **Note:** *Don't unwrap the paper above the printer as this might cause paper particles to fall into the printer.*
- 2 **Holding the stack with one hand, fan the paper with the other.**
This gets air through the sheets and prevents static buildup.
- 3 **Take off the top and bottom sheets.**
Residual glue buildup on these sheets may cause media jams.

Load the Tray

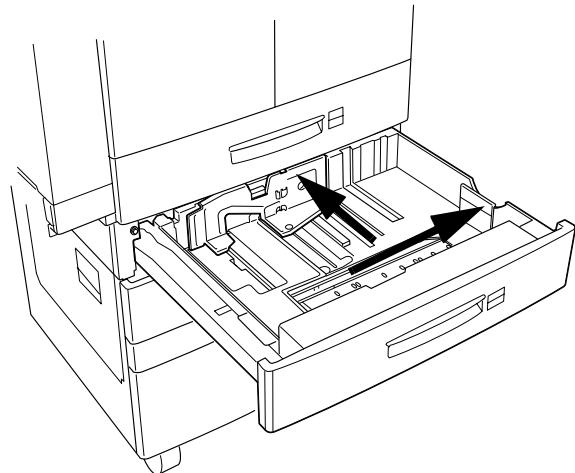
- 1 **Pull out the tray until it stops.**



2 Gently lift up the right paper guide, and slide it to the desired setting.

3 While pressing down the gray handle on the rear media guide, slide it to the desired width setting.

» **Note:** If you're loading the same size paper, you don't have to adjust the guides. Make sure the papers stack's height does not exceed the paper limit mark.



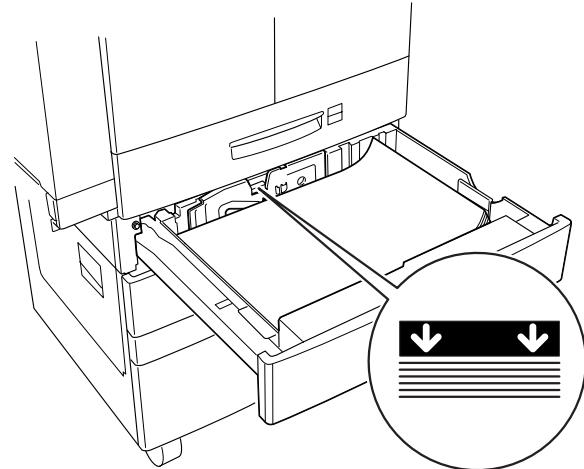
4 Align the four corners of the paper and place the paper in the tray.

The paper should enter easily between the guides. Make sure the paper does not get bent upwards by the guides.

» **Note:** Make sure the guide stopper is locked firmly in the guide hole on the bottom of the tray. Adjust the guide to the paper size correctly; otherwise, paper jams can occur.

5 Insert a correct paper size label into the paper size slot on the tray, then push the tray all the way back into the printer until it latches.

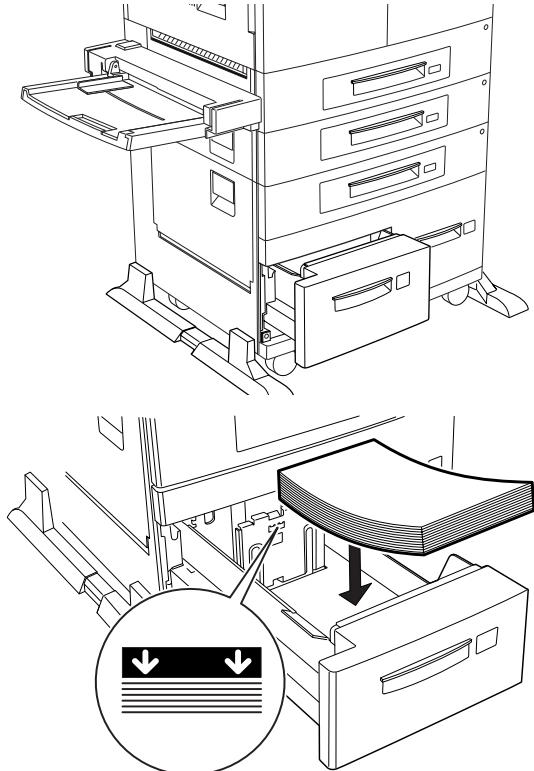
» **Note:** The top sheet in the tray will be the first sheet printed for your job.



Loading the High-Capacity Input Feeder

- 1 Pull on the latch to open the paper compartment.
- 2 Adjust the paper guides to the correct paper size.
- 3 Prepare one ream (500 sheets) of paper. Make sure the edges of the sheets are properly aligned.

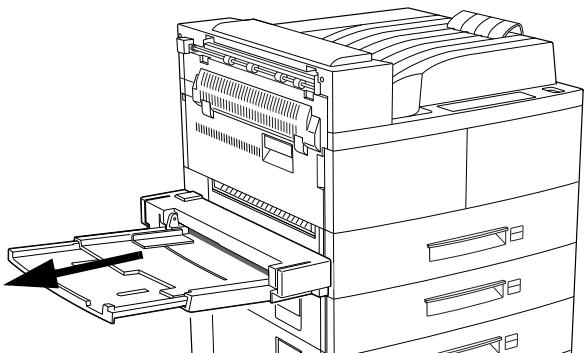
» **Note:** Make sure the paper stack does not exceed the paper limit mark.



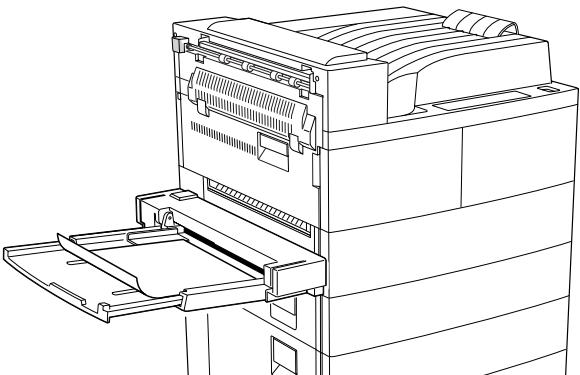
Loading the Multipurpose Tray

The multipurpose tray can hold about 50 sheets (17 lb/64 g/m², or about 5 mm high) of media. When adding media, make sure the height of the media stack is below the media limit mark on the multipurpose tray.

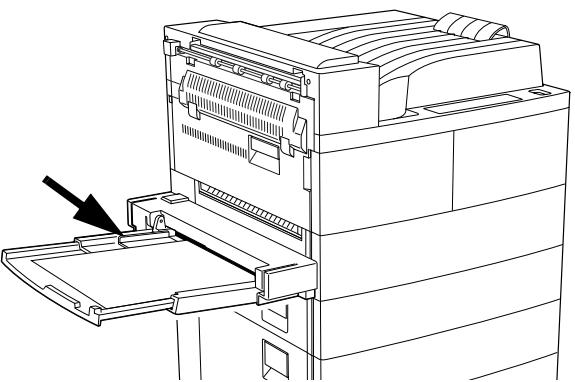
- 1 If necessary, pull out the extension tray to the length of the media you are loading.**



- 2 Place media along the right side of the multipurpose tray.**



- 3 Push the media guide to slightly touch the media stack.**



- 4 Insert the media stack as far as it can go into the printer. The media is now ready for printing.**

- 5 When the media is no longer required, remove it and push back the extension tray if necessary.**

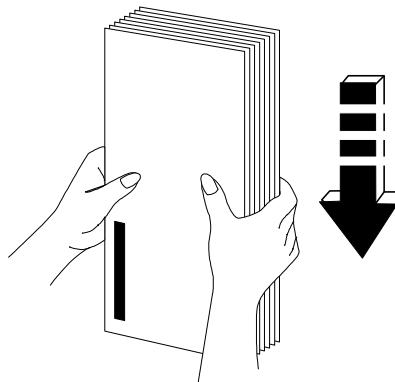
Using Media Other than Paper

Using Envelopes

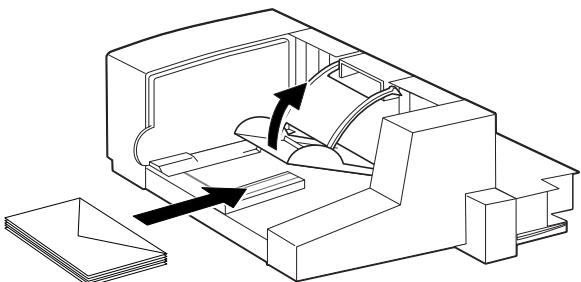
| | | |
|-------------------|---|---|
| Formatting | Your printer receives the instructions to print on envelopes from your application. <ul style="list-style-type: none">■ When formatting data for envelopes, leave at least a 0.16" (4.06 mm) margin from the edges of the envelope.■ Print on the front side only. Some parts of the envelope consist of three layers of paper—the front, back, and flap. Anything printed in these layered regions may be lost or faded.■ See your application documentation for specific information on printing envelopes. | |
| Input | Source | Envelope feeder; multipurpose tray |
| | Capacity | Up to 10 for the multipurpose tray and up to 100 for the envelope feeder, depending on the thickness of the envelopes |
| Type | Refer to the specifications in chapter 4, "Print Media," in the <i>Reference</i> manual. | |
| Notes | <ul style="list-style-type: none">■ Use envelopes with a smooth exterior surface. Envelopes with a rough surface may jam in the media tray.■ You can print only on the address side of the envelope. | |

Loading and Printing Envelopes

- 1 Place your envelopes on a flat surface, and flatten them by pressing down the corners.
- 2 Flex the envelope stack (including the edges) to remove any stiffness.
- 3 Correct any dog-eared corners, and then tap the envelopes on a flat surface to align them.



4 While lifting the envelope weight, insert the envelopes with the flap-side up and the long edge leading first.

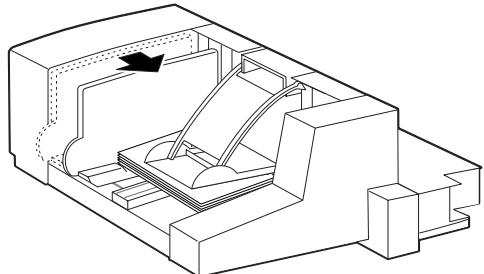


5 Slide the side guide so that it slightly touches the edges of the envelope stack.

▲ **Caution:** Make sure the envelopes do not exceed the limit mark. Do not add envelopes while printing; otherwise, jams may result.

6 Open the flap of each envelope immediately (before it cools) after the envelope is delivered to the output tray.

» **Note:** Because the envelopes pass through heated rollers, the gummed area on the flaps may seal. Using envelopes with emulsion-based glue avoids this problem.



Using Labels

| | | |
|------------|--|--|
| Formatting | Format label data within your application. Try printing your data on a plain sheet of paper first to check placement. | |
| Input | Source | Multipurpose Tray |
| | Capacity | Up to 50, depending on the thickness of the labels |
| Type | Refer to the specifications in chapter 4, "Print Media," in the <i>Reference</i> . | |
| Notes | <ul style="list-style-type: none">■ Avoid using labels with exposed adhesive; it may stick to the toner cartridge or the fixing roller, causing labels to peel off and media jams to occur.■ Check your application documentation for other information on printing labels. | |

Loading and Printing Labels

- 1 Load labels in the multipurpose tray the same way you load paper.

» **Note:** If your label stock has a top-of-page, place the top-of-page toward the rear of the printer.

- 2 In the Operator Control/Multipurpose Sz menu, select the correct label paper size.

» **Note:** The top sheet in the tray will be the first sheet printed for your job.

Using Letterhead and Memo Media

| | | |
|------------|---|---|
| Formatting | Format letterhead or memo data within your application. Try printing your data on a plain sheet of paper first to check placement. | |
| Input | Source | Trays 2,3, or 5 |
| | Capacity | Up to 500 sheets, depending on the thickness of the media |
| Type | Refer to the specifications in chapter 4, "Print Media," in the Reference. | |
| Notes | <ul style="list-style-type: none">■ Check your application documentation for other information about printing on letterhead and memo media.■ The top sheet in the tray will be the first sheet printed for your job. | |

Loading and Printing Letterhead and Memo Media

- Load letterhead and memo media the same way you would load paper.

» **Note:** Load the media printing-side up with the **top** of the media (the letterhead or memo information) toward the front of the tray.

Using Transparencies

| | |
|------------|--|
| Formatting | Format the information to be printed on the transparencies within your application. Try printing your data on a plain sheet of paper first to check placement. |
|------------|--|

| | | |
|--------------|---|--|
| Input | Source | Tray 2, Tray 3, and multipurpose tray |
| | Capacity | Up to 50 sheets letter/A4, depending on the thickness of the transparencies » Note: <i>If you have problems feeding 50 sheets, try loading only 5–10 sheets at a time. Loading a large number of transparencies at a time may cause static buildup, thus causing feeding problems.</i> |
| Type | Refer to the specifications in chapter 4, "Print Media," in the <i>Reference</i> . | |
| Notes | <ul style="list-style-type: none">■ Keep the media path clean. Transparencies are especially sensitive to a dirty media path. If there are shadows on either the top or the bottom of the sheets, refer to "Cleaning the Printer" on page 2-19 for instructions on how to clean the printer.■ Check your application documentation for other information about printing on transparencies.■ The top sheet in the tray will be the first sheet printed for your job. | |

Loading and Printing Transparencies

Load transparencies the same way you would load paper.

Using Toner Cartridges

Toner Cartridge Life

When toner runs low in a cartridge, TONER LOW displays in the message window. You will have about 300 pages before the printer stops printing and displays TONER OUT.

When toner is low, it may be helpful to take the cartridge out of the printer and redistribute the toner by gently rocking the cartridge side to side. Then reinstall the cartridge. When the TONER OUT message appears in the message window, replace the cartridge.

Refilled Toner Cartridges

Refilled toner cartridges may produce variations in toner quality and reliability and may reduce the print quality of your documents. In addition, toner leaks affect your warranty.

Toner Cartridge Storage

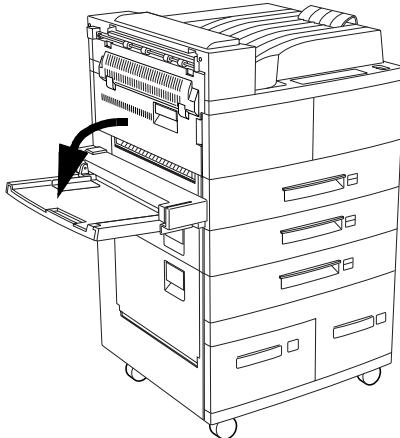
- Keep toner cartridges in their packaging until you're ready to install them.
- Store toner cartridges in a cool, dry location away from sunlight (due to heat). The maximum storage temperature is 32°-95° F (0°-35° C) and the maximum storage humidity is 15-85% without condensation.
- Keep toner cartridges level during storage. Do not stand or store cartridge on their ends or turn upside down; the toner inside the cartridges may become caked or unequally distributed.
- Keep toner cartridges away from salty air environments and corrosive gases such as aerosols.

Replacing a Toner Cartridge

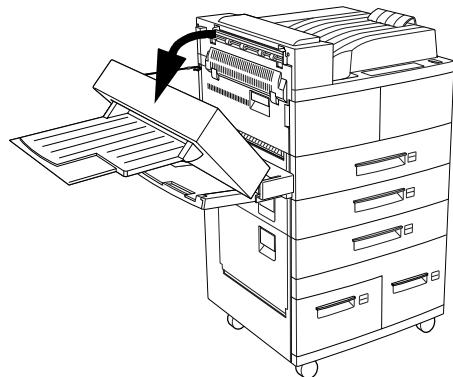
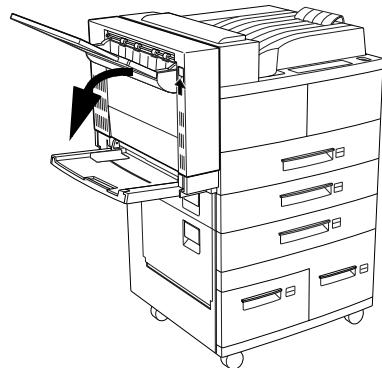
1 Open the upper-left cover.

- » **Note:** If your printer has a duplexer attached, open the duplexer and then open the inner door.

Without a duplexer



With a duplexer



Replacing a Toner Cartridge

2 Open the front cover as indicated.

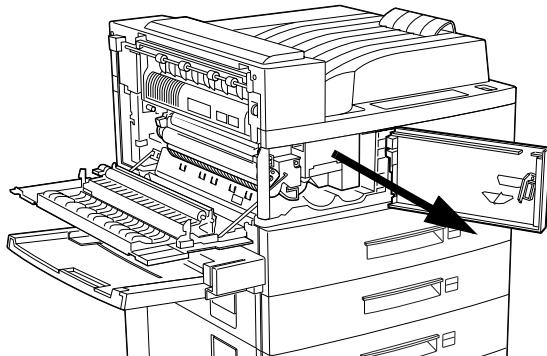


WARNING! *The fuser unit is hot!*

ACHTUNG! *Die Fixiereinheit wird sehr heiß!*

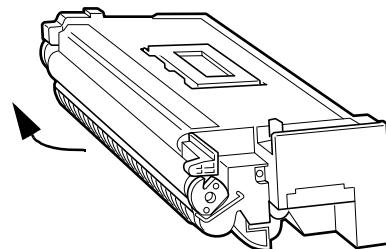
3 Remove the old toner cartridge.

Lift the orange handle on the cartridge to gently take it out. Then hold the handle and completely remove the cartridge. Watch out for loose toner falling out.

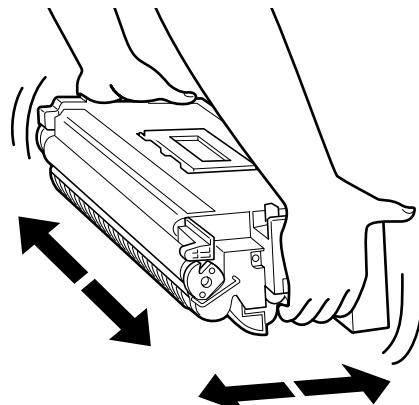


Caution: *Dispose of the old toner cartridge according to local regulations. Do not dispose of it by burning.*

4 Remove a new toner cartridge from the packing, and pull out the protective paper sheet from the drum shutter.



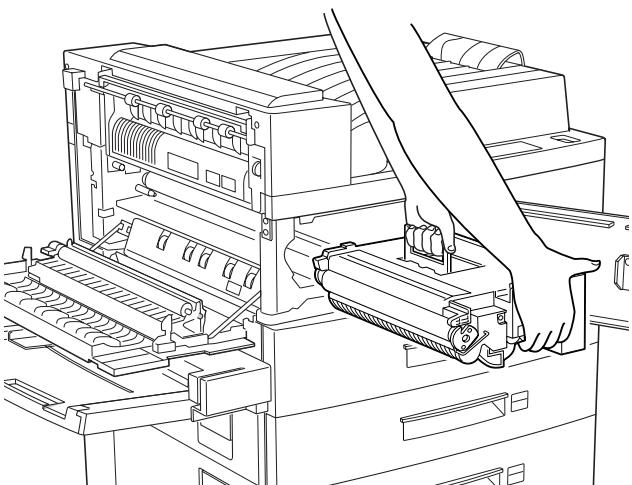
5 Hold the toner cartridge horizontally, and rock it 5 to 6 times to evenly distribute the toner inside.



6 While holding the orange handle with one hand, align the toner cartridge with the cartridge guides, and gently push the cartridge all the way into the printer.

► **Caution:** If a toner cartridge doesn't slide in easily, don't force it.

» **Note:** Make sure the cartridge is seated properly



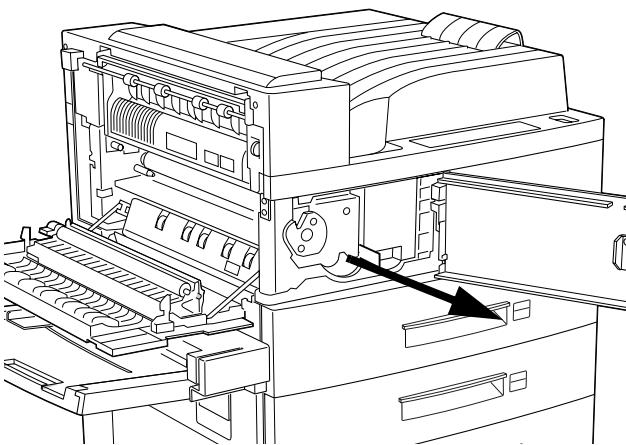
Replacing a Toner Cartridge

7 Gently pull out the sealing tape in the direction of the arrow.

▲ **Caution:** Do not pull the sealing tape off of the toner cartridge until the cartridge is installed. If the tape is pulled out at an angle, it can break.

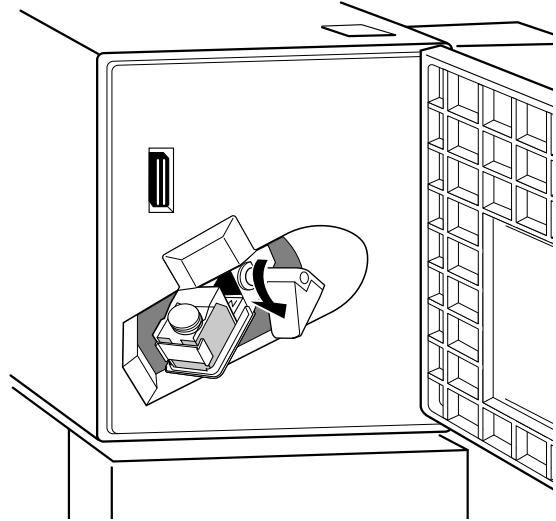
8 Close the front door and the upper-left door.

▲ **Caution:** The upper-left door can be closed only when the toner cartridge is inside the printer. If you have not installed the toner cartridge, do not close the upper-left door by force. When closing the upper left door, do not use the latch on the door. Instead, follow the instruction label on the top edge of the door and push the recommended location.

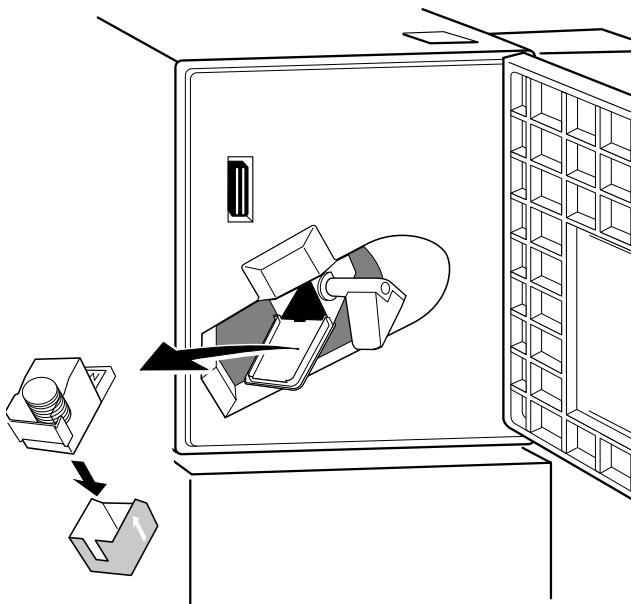


Loading Staples

- 1 Open the front door of the high-capacity output stacker (HCOS).
- 2 Push the release lever down to release the staple cartridge.
- 3 Remove the staple cartridge.

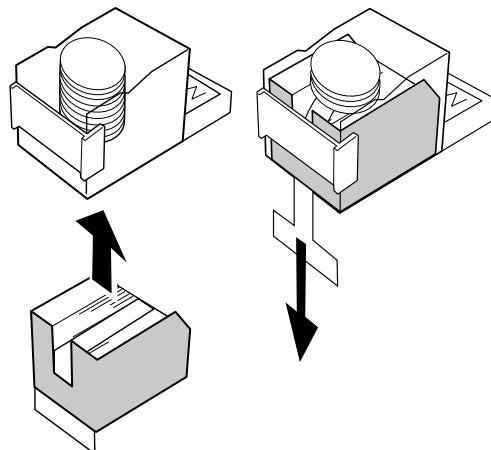


- 4 Remove the empty staple box from the staple cartridge.

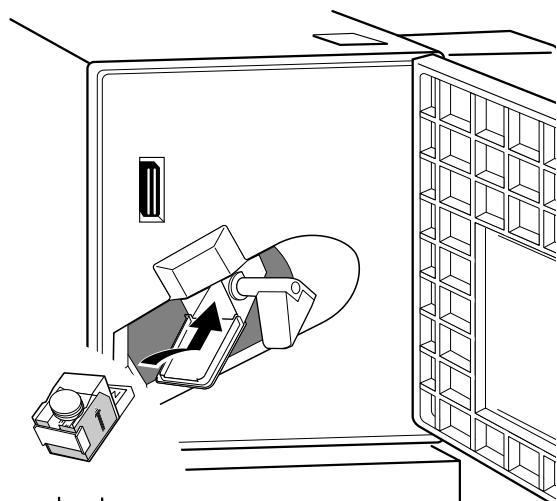


Loading Staples

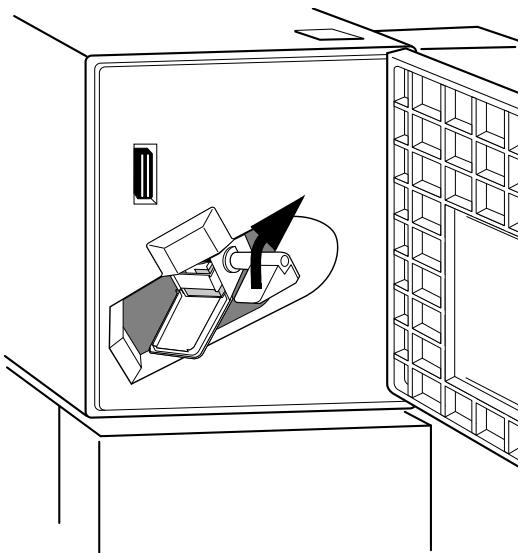
- 5 Place a staple refill into the staple box and insert the full staple box into the staple cartridge.
- 6 Pull the sealing tape out of the cartridge to prepare the staples.



- 7 Insert the staple cartridge.



- 8 **Pull the release lever up to lock the full staple cartridge into place and close the front door of the HCOS.**
- 9 **Close the front door of the high-capacity output stacker.**



Handling the Printer

Handle the printer with care to preserve its life. Abuse may cause damage. Keep the following guidelines in mind:

- Do not place anything on the top of the printer.
- Do not spray cleaning solution directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- Be careful when cleaning the inside or removing media jams, as the fuser assembly and other internal parts become very hot. Open the printer cover, and let the interior of the printer cool before handling the inside of the printer.
- Always close the printer covers gently. Avoid exposing the printer to vibrations.
- Do not cover the printer immediately after using it. Turn it off and wait until it cools down.
- Do not leave the printer open for any length of time, especially in well-lit places; light may damage the toner cartridge.
- Do not open the printer during printing, and do not tap paper stacks on the printer.
- Do not tilt, lubricate, or disassemble the printer.
- Do not touch the electrical contacts, gears, or laser beam devices. Doing so may damage the printer and cause the print quality to deteriorate.
- Keep media in the output tray at minimum level. If the media stacks too high, your printer may experience media jams and excessive media curl.
- Lift the printer from the bottom only, using the carrying grips under each side corner. Make sure two people are available to lift the printer when moving it.
- Keep the following in mind when storing the printer for an extended period:
 - Unplug the printer.
 - Remove the toner cartridge from the printer. After removing the cartridge, return it to its original packaging. If the original packaging is not available, protect the toner cartridge from spilling toner, and protect it from damage and light.
 - See appendix B, "Technical Specifications," in the *Reference* manual for storage specifications.

Cleaning the Printer

Paper dust may accumulate inside the printer. This could affect the printer's performance. To prevent any potential problems associated with this, you should clean your printer on a regular basis. You need to clean both the inside and outside of the printer.

Cleaning the Exterior of The Printer

 **WARNING!** *Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning. Do not spill water or detergent into the printer; otherwise the printer will be damaged and an electric shock may occur.*

ACHTUNG! *Ziehen Sie den Netzstecker aus der Steckdose bevor Sie den Drucker reinigen. Verschütten Sie kein Wasser oder andere Flüssigkeiten auf dem Drucker, da das Gerät sonst beschädigt wird oder die Gefahr eines elektrischen Schlages besteht.*

To protect your printer and maintain its appearance, clean the exterior about once a month. Use the following guidelines:

- Use only a dry or slightly damp, lint-free, soft cloth moistened only with water with water. For stubborn stains, dampen the cloth with a mild detergent solution before cleaning. Finish by wiping the printer with a soft, dry cloth.
- Never use cleaning solutions that contain solvents, such as alcohol and benzene. Solvents may damage the printer's finish.
- Always test any cleaning solution on a small area of your printer to check the solution's performance.
- Never use sharp or rough implements, such as wire or plastic cleaning pads.
- Never spray a cleaning solution directly on the printer as the cleaning solution will penetrate to the interior of the printer and cause damage.

Guidelines for Cleaning Inside the Printer

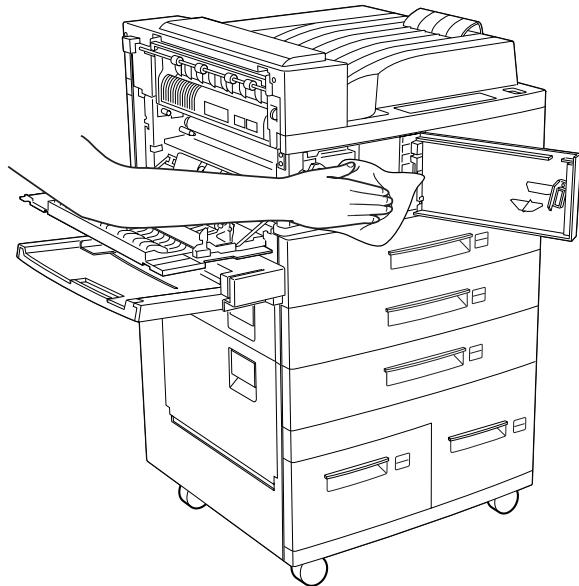
- Either clean the printer before use, or allow a few minutes after unplugging it to allow the fusing unit to cool down.
- Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning inside the printer.

Cleaning the Printer

- Read all caution and warning labels carefully, making sure to follow any instructions contained in them. These labels are located on the inside of the printer's covers and in the interior of the printer body.
- Use only dry, lint-free cotton cloths or swabs.
- Make sure any parts removed during cleaning are replaced before you plug in the power cord, reconnect the interface cables, and turn on the printer.

After removing a jam or replacing the toner cartridge, check the inside of the printer.

Remove any paper scraps and wipe off paper dust with a dry, clean cloth.



Preventive Maintenance

The stated life expectancy of each consumable is based on printing under specific operating conditions, such as media type, number of pages, page size, and page coverage (usually 5% coverage of letter/A4-size media). The actual life expectancy will vary depending on these and other printing variables, including continuous or intermittent printing, ambient temperature, and humidity.

| This item needs replacing... | After... |
|-------------------------------------|-----------------|
| Toner Cartridge | 23,000 prints |
| Fuser | 300,000 prints |
| Transfer Rollers | 300,000 prints |
| Feed Rollers | 300,000 prints |

Replacing the Fuser

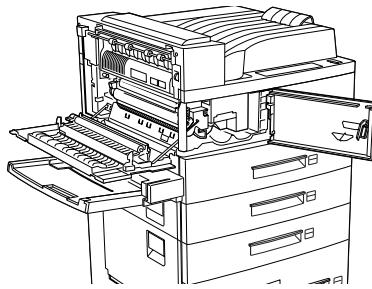
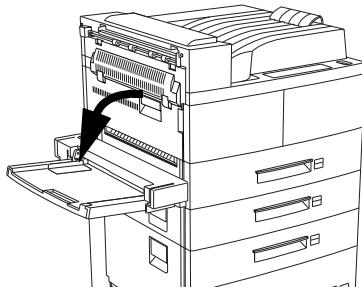
● **WARNING!** *The fuser unit is hot!*

ACHTUNG! *Die Fixiereinheit wird sehr heiß!*

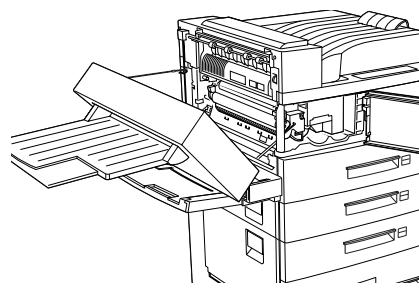
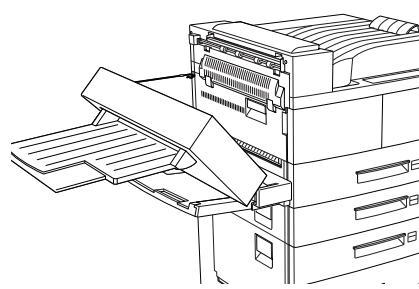
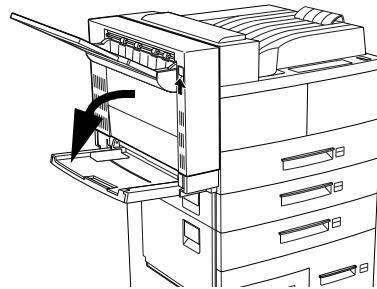
- 1 Open the upper-left door and the front door. 

» **Note:** *If your printer has a duplexer attached, open the duplexer and then open the inner door.*

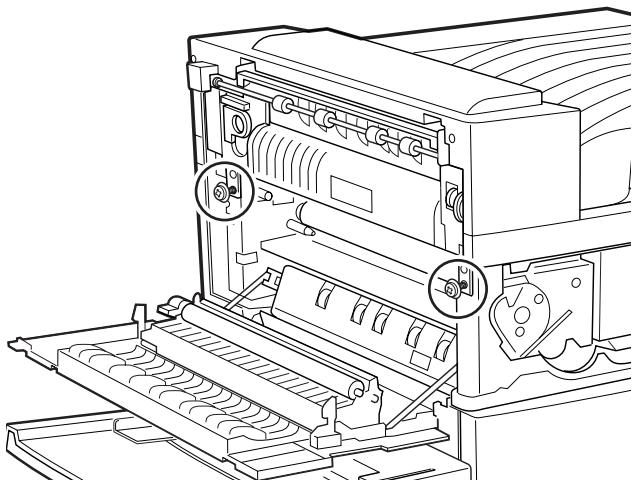
Without a duplexer



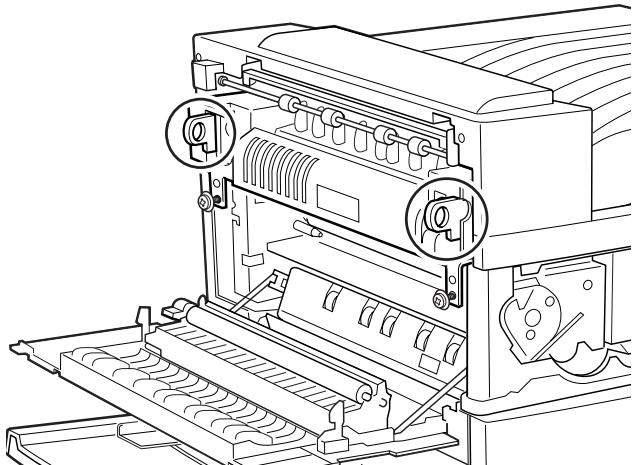
With a duplexer



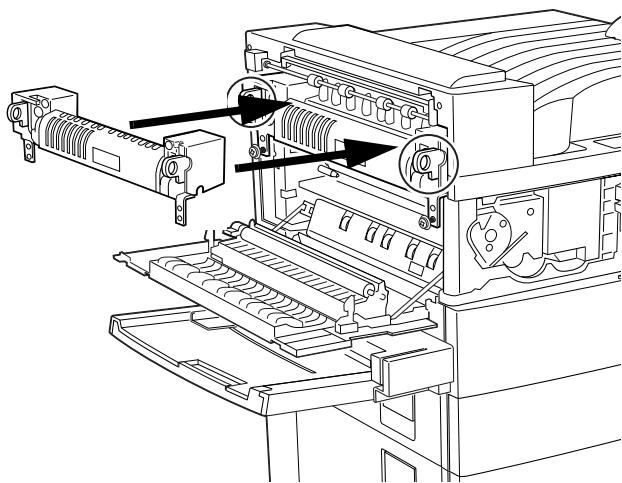
- 2 Loosen the two locking screws (you cannot remove them completely.)



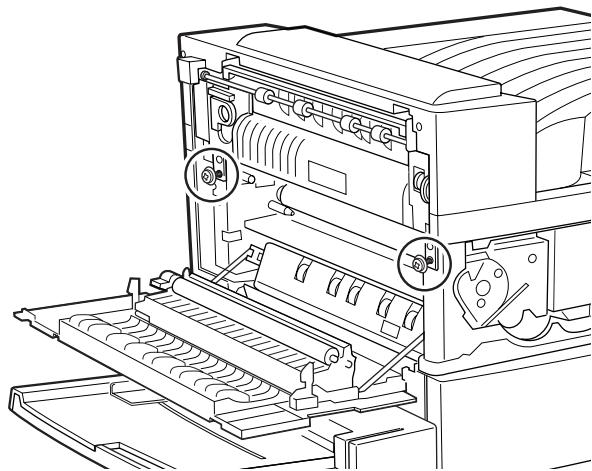
- 3 Holding the two rings indicated, pull out the fuser. Dispose of the fuser according to local regulations.
- 4 Unpack the new fuser from its storage box.



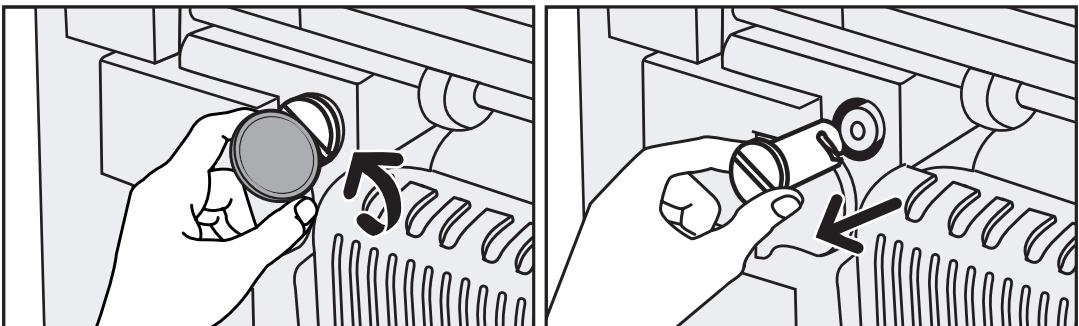
5 While holding the two rings of the new fuser, push it into the printer as shown. 



6 Tighten the two locking screws.



7 Use a coin to loosen and remove the locking screw from the rear side of the fuser.



8 Use a coin to loosen and remove the locking screw from the front side of the fuser.



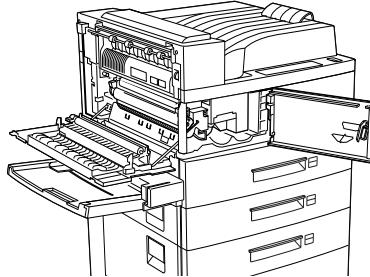
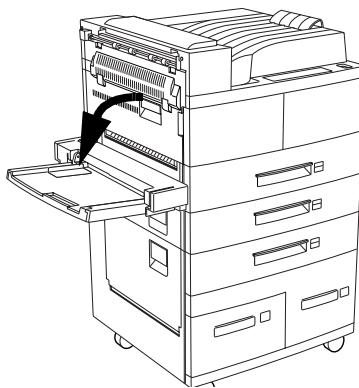
9 Close the printer doors.

Replacing the Transfer Roller

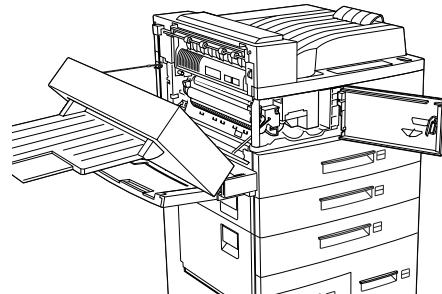
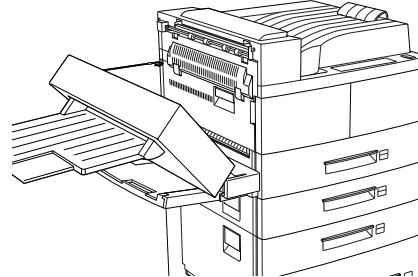
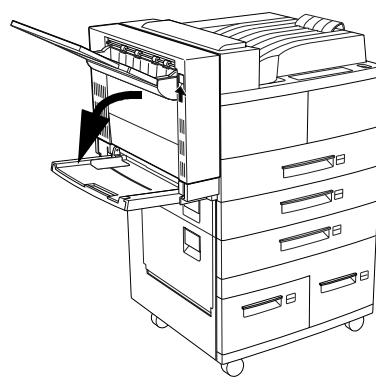
- 1 Open the upper-left door and the front door. 

» **Note:** If your printer has a duplexer attached, open the duplexer and then open the inner door.

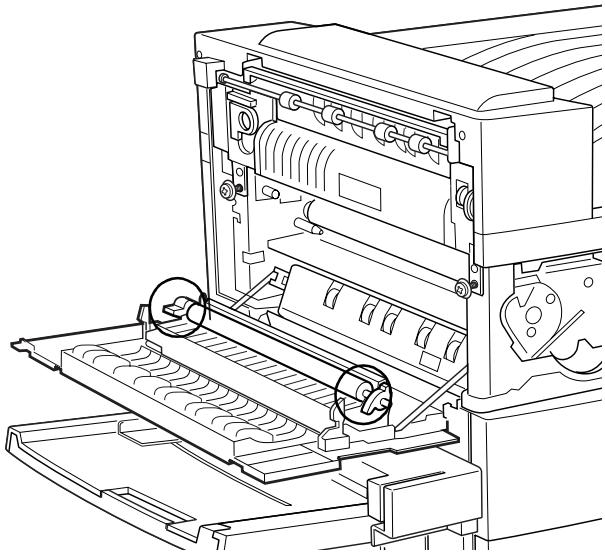
Without a duplexer



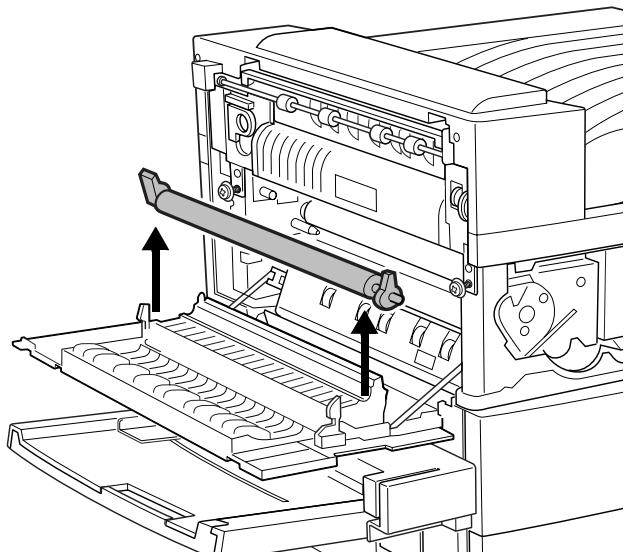
With a duplexer



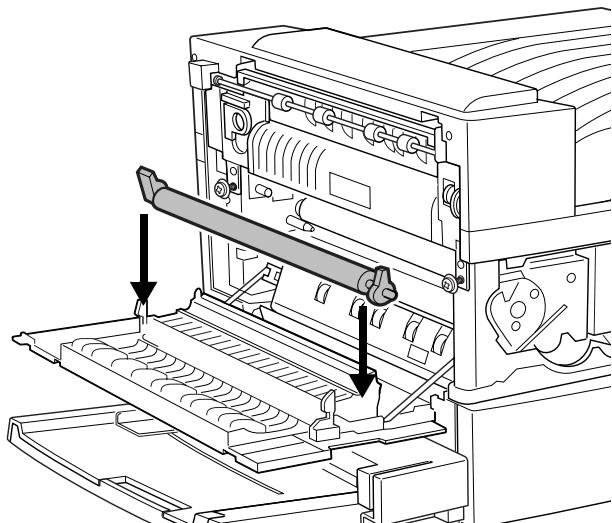
- 2 Lift up the handles to unlock the transfer roller.**



- 3 Remove the transfer roller.**

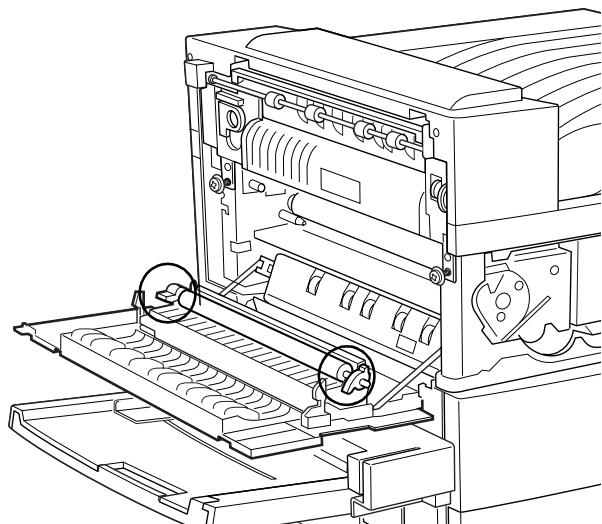


**4 Insert the new transfer
roller and press down to
hold the roller in
place.** 



**5 Push the handles to lock
the transfer roller in
place.**

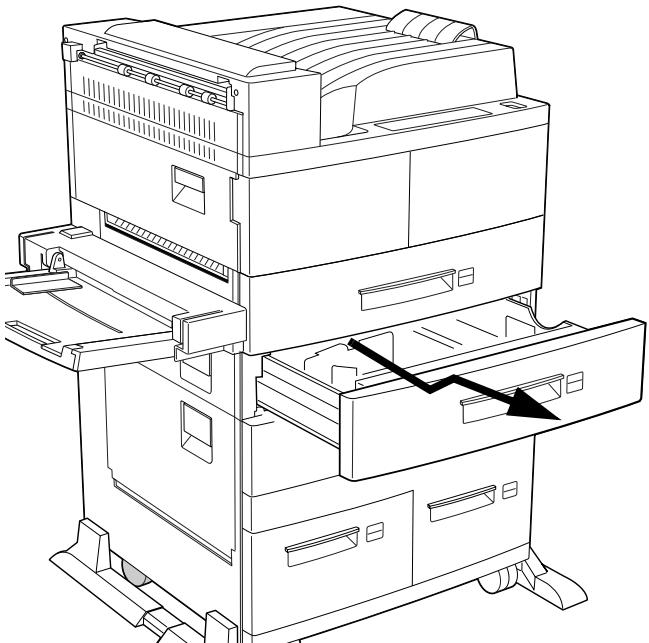
**6 Close the doors of the
printer.**



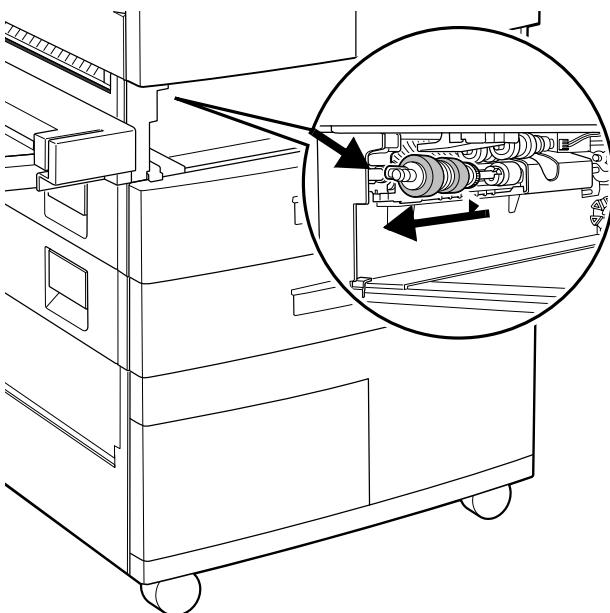
Replacing the Feed Rollers

Trays 2, 3, and 5

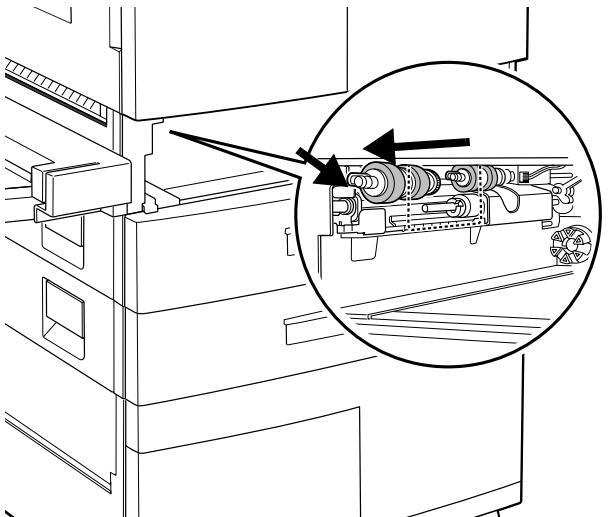
- 1 Remove the media tray by pulling it out all the way until it stops and then lifting slightly and pulling to release from the printer.



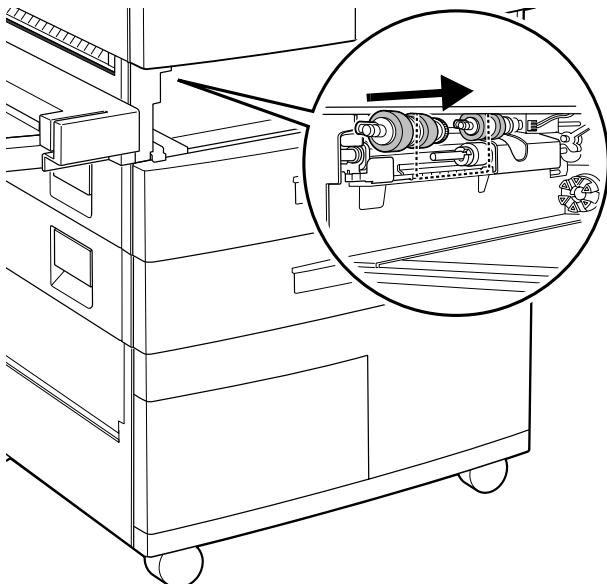
- 2 Look inside the tray compartment. While pressing the white tab, remove the lower feed roller.



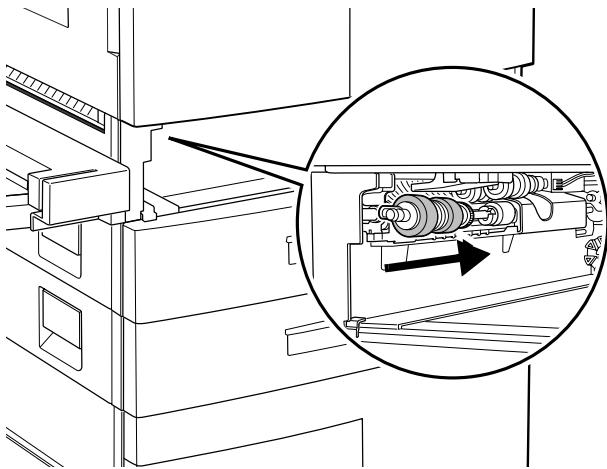
- 3 Flip down the cover for the upper roller.



- 5 Insert the new upper feed rollers on the shaft. 

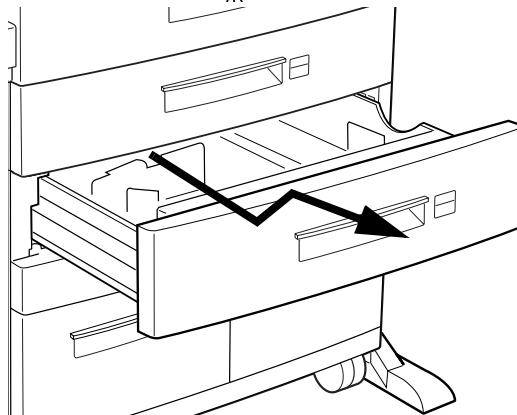


- 6 Close the upper roller cover.
- 7 Insert the new lower feed rollers on the shaft.
- 8 Follow steps 1 through 7 to replace the feed rollers for tray 3 and tray 5.
- 9 Replace the paper trays.

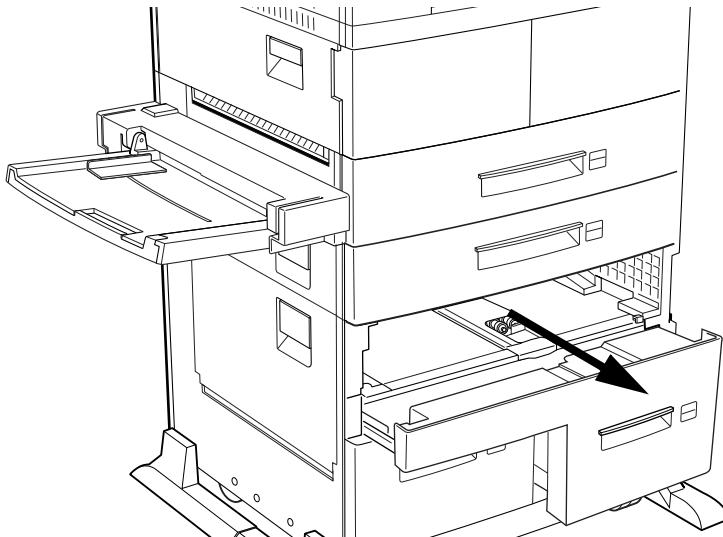


High-Capacity Input Feeder Tray 7

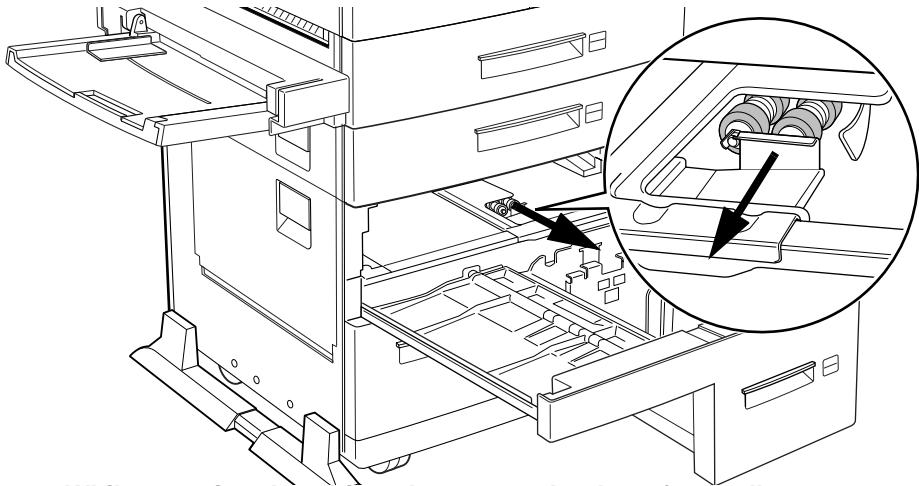
- 1 To change the right tray of the high-capacity input feeder, remove tray 5 to access the feed rollers. 



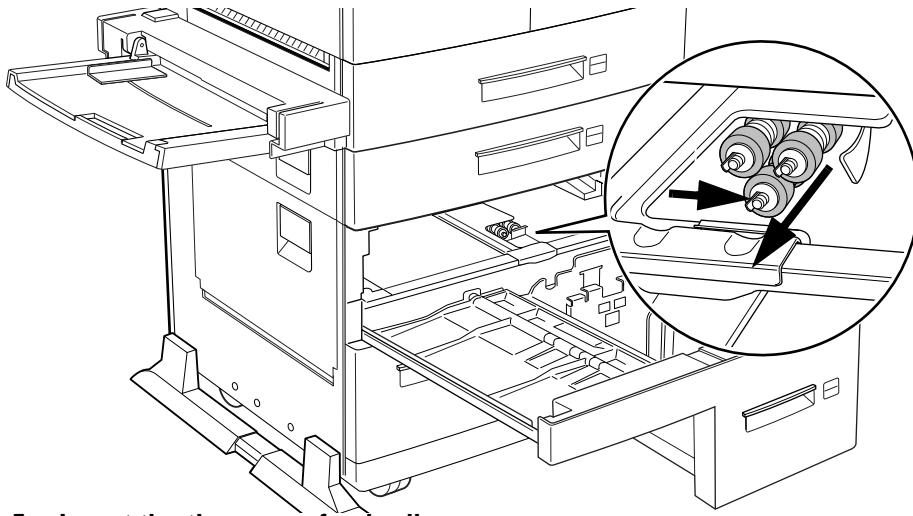
- 2 Pull out the tray 7 of the high-capacity input feeder.



3 Facing the printer, pull the feed roller cover towards you.



4 While pressing the white tab, remove the three feed rollers, one at a time.



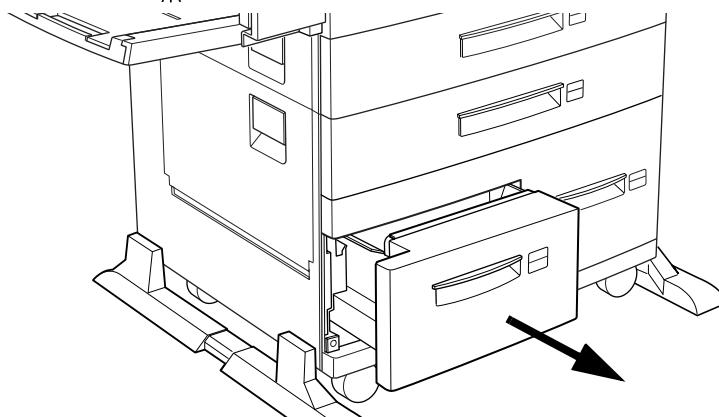
5 Insert the three new feed rollers. 

6 Replace the feed roller cover.

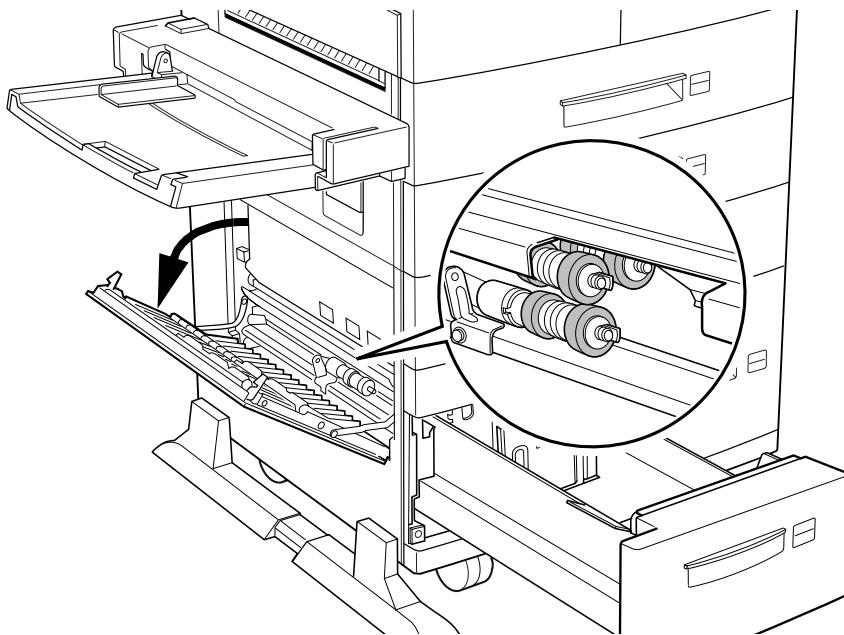
7 Push back the tray 7 and replace tray 5.

High-Capacity Input Feeder Tray 6

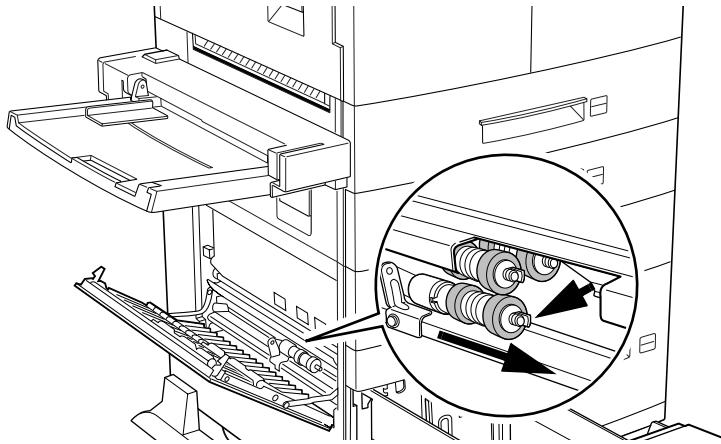
- 1 Pull out the tray 6. 



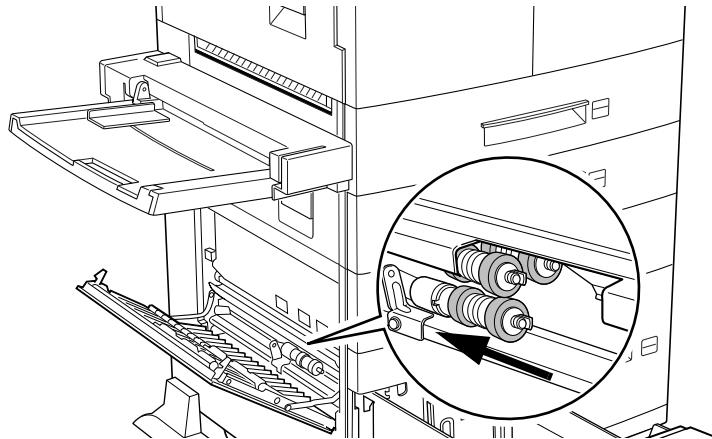
- 2 Open the lower-left door of the high-capacity input feeder.



3 While pressing the white tab of each roller, remove the three feed rollers, one at a time.



4 Insert the three new feed rollers. 



5 Push the left tray back in and close the lower-left door.



3

Advanced Printing Features

In This Chapter . . .

- “High-Resolution Printing” on page 3-2
- “Tray Chaining” on page 3-6
- “Collating Output” on page 3-8
- “Stacking and Stapling” on page 3-10
- “Working with Status Pages” on page 3-14
- “Cancelling/Ending Print Jobs” on page 3-15
- “CrownView Printer Webpage” on page 3-18

Introduction

This chapter describes changing print resolution, chaining paper trays, collating output, printing a status page, cancelling a print job, and ending a print job.

High-Resolution Printing

QMS Multi-Res technology provides a print resolution for almost every application or budget. The QMS 3260/4032 Print System supports each of the following resolutions at up to rated engine speed:

| | |
|---------------|---|
| 300x300 dpi | Built into all QMS 3260/4032 Print Systems, this resolution has the fastest processing time for producing draft-quality output. 300x300 dpi resolution is also required by some printer emulations. |
| 600x600 dpi | The standard resolution in the base QMS 3260/4032 is also the standard resolution for business documents. 600x600 dpi resolution provides excellent print quality for most business applications, such as letters, proposals, and presentations. With 600 dpi in both horizontal and vertical directions, it also provides the best quality line drawings for engineering applications. |
| 1200x600 dpi | For improved halftone quality in graphics and images, 1200x600 dpi resolution is available for all media sizes on the QMS 3260/4032 EX. |
| 1200x1200 dpi | For the best halftone quality in graphics and images, 1200x1200 dpi resolution is available for all media sizes as an option for the QMS 3260/4032. Additional memory and the optional Multi-Res daughterboard will be needed to print 1200x1200 dpi resolution. |

About Print Resolution

Another way to sharpen the images printed on your pages is through setting the print resolution. Your printer is capable of printing at 300, 600, and 1200 dpi. This choice of resolutions allows you to customize the quality of your output according to its use. For pages requiring the best quality your printer can provide, set the printer resolution to 600 dpi or to 1200 dpi if the optional Multi-Res daughterboard is installed with appropriate memory.

» **Note:** *Printing at 600x600 dpi resolution on certain media sizes requires additional memory. To print at 1200x1200 dpi you need to install an optional Multi-Res daughterboard, and you may also need to add more memory. See the Options manual for more information on the Multi-Res daughterboard.*

Setting the Default Resolution

| | |
|----------------|--|
| Menu | Administration/Engine/Def Resolution |
| Choices | 300 dpi—300x300 dpi resolution 600 dpi—600x600 dpi resolution 1200 dpi—1200x600 dpi resolution (1200x1200 dpi resolution with the optional multi-res daughterboard installed) |
| Default | 600 dpi |
| Notes | Whenever possible, set the print resolution through your application. If the print resolution can't be set through the application, you can set it through the configuration menu, the printer driver, or QMS Document Option Commands (DOCs). If you want the printer to use a lower default resolution when you restore defaults, set this option to your choice (and make any other necessary configuration settings), and then use the Administration/Miscellaneous/Save Defaults menu to save your custom defaults. See "Working with Custom Configurations" in chapter 2, "Printer Configuration," of the <i>Reference</i> for more information. In addition, after you lower the default resolution, you should reconfigure the printer memory (using Quick Config or Manual Config under the Administration/Memory configuration menu) to redistribute memory for that particular resolution. For example, if you set the default resolution to 600 dpi when your printer has enough memory to print at 1200x600 dpi, the frame buffer remains configured for 1200x600 dpi, which means that printer memory usage is not efficient. The memory being reserved for frame buffer could be used to improve performance in other memory clients. |

How Much Memory Do You Need?

This table lists the amount of memory required to print a given resolution and page size at optimum print speed. To make sure that enough memory is allocated you can access Admin/Memory/Quick Config and select the page size and resolution that you use to print. This will reset the memory clients to enable your jobs to print more efficiently.

- » **Note:** *If a certain resolution is chosen and the minimum amount of memory is not installed in the printer, the file is printed using the next lower resolution that can handle the job.*

Minimum System Memory Requirements

| Media Size | 300x300 | | 600x600 | | 1200x600 | | 1200x1200* | |
|------------|---------|---------------------|---------|---------------------|----------|---------------------|------------|---------------------|
| | Simplex | Duplex and/or HCIF* | Simplex | Duplex and/or HCIF* | Simplex | Duplex and/or HCIF* | Simplex | Duplex and/or HCIF* |
| Letter | 16 MB | 16 MB | 16 MB | 24 MB | 24 MB | 32 MB | 40 MB | 56 MB |
| Legal | 16 MB | 16 MB | 16 MB | 24 MB | 32 MB | 40 MB | 40 MB | 72 MB |
| A4 | 16 MB | 16 MB | 16 MB | 24 MB | 24 MB | 32 MB | 40 MB | 56 MB |
| Exec. | 16 MB | 16 MB | 16 MB | 16 MB | 24 MB | 32 MB | 40 MB | 56 MB |
| Ledger | 16 MB | 16 MB | 24 MB | 32 MB | 40 MB | 56 MB | 72 MB | 112 MB |
| A3 | 16 MB | 16 MB | 24 MB | 32 MB | 40 MB | 56 MB | 72 MB | 112 MB |

* optional

You may also need additional memory (SIMMs) for the following:

- To print complex graphics or complex PostScript documents
- For increased collation performance
- For increased spooling performance

About Halftone Types

The ability of the printer to produce halftones allows you to add scanned images or halftone graphics to your documents.

Your printer provides three different types of halftones—basic, advanced, and standard.

| | |
|----------------|--|
| Menu | Administration/Emulations/PostScript/Halftone Type |
| Choices | Basic—See the following table for details on screen frequency, screen angles, and gray levels. Standard—See the following table for details on screen frequency, screen angles, and gray levels. Advanced—See the following table for details on screen frequency, screen angles, and gray levels. |
| Default | Standard |

These options allow you to customize the smoothness of the printed image according to the number of grayscales it uses. The number of gray levels increase by increasing the halftone type and the printer resolution.

| Halftone Type | 300 DPI | | | 600 DPI | | | 1200 DPI | | |
|--------------------------|----------------|--------------|--------------|----------------|--------------|--------------|-----------------|--------------|--------------|
| | LPI | Angle | Level | LPI | Angle | Level | LPI | Angle | Level |
| Basic | 53.03 | 45.0 | 33 | 70.71 | 45.0 | 73 | 84.85 | 45.0 | 200 |
| Standard | 53.03 | 45.0 | 129 | 106.06 | 45.0 | 129 | 106.06 | 45.0 | 256 |
| Advanced | 67.08 | 26.56 | 81 | 102.89 | 59.04 | 137 | 126.49 | 18.43 | 256 |

See chapter 3, “Additional Technical Information,” in the *Reference*, for more detailed information on halftones and how to change their characteristics via the printer configuration menu.

- » **Note:** *The standard settings listed in this table are optimized for performance, and the advanced settings are optimized for quality.*

About Print Density

Print density is the amount of toner placed on each dot, making the print appear lighter or darker. The higher the density, the darker the print looks and the higher the contrast is on the page. Toner density can be used to change contrast on scanned images, or to customize smoothing.

- » **Note:** *If the print density is too light, make sure that the Administration/Engine/Print Quality/Normal option is turned on before making any adjustments. The Conserve Toner option saves toner by simulating draft-quality printing. (See chapter 2, "Printer Configuration," of the Reference for more information.)*

Adjust the print density using the Administration/Engine/Toner Density setting.

| | |
|----------------|-------------------------------------|
| Menu | Administration/Engine/Toner Density |
| Choices | 1—7 |
| Default | 4 |

Tray Chaining

You can choose to have the printer automatically draw media from the other tray (inputbin) when the current tray empties or switch to another output tray when the tray fills. This is called tray chaining and it increases the input and output capacities of your print jobs to the capacity of the input trays attached or the output trays attached using the same size paper.

Enabling/Disabling Tray Chaining

There are five ways to enable/disable tray chaining:

- Use your application. (Check the documentation to see if your application includes a specific procedure for using a multi-tray printer.)
- Select an alternate tray for chaining in the QMS printer driver.
- On a network, use CrownAdmin to select the media trays and/or the media source.

- Configure the printer through the configuration menu.
- Use Remote Console through a telnet session.

Using the Configuration Menu

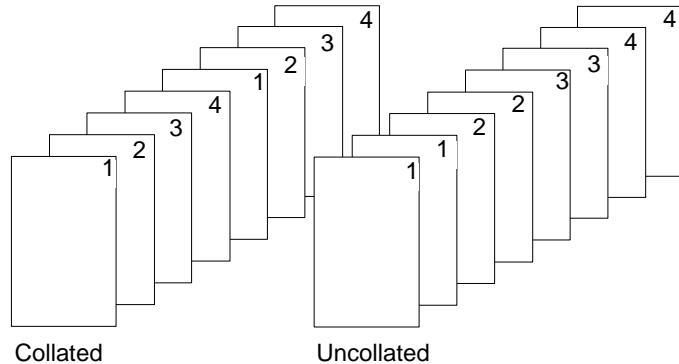
| | |
|----------------|--|
| Menu | Operator Control/Chain Inputbins |
| Choices | On—Switches to the next tray with the same size and type of media when the default tray is empty. Off—Doesn't switch trays; uses only the default tray. On Any—Switches to the next tray, regardless of the size and type of media installed, when the default input bin is empty. |
| Default | On |
| Notes | Use the Operator Control/Inputbin menu to set the default inputbin. |

| | |
|----------------|--|
| Menu | Operator Control/Output Finishing/Chain Outputbins |
| Choices | On—Switch to the next outputbin with the same size and type of paper when the default outputbin is full. Off—Don't chain outputbins |
| Default | Off |

Collating Output

You can print multiple copies of documents either as complete sets in numeric order (collated) or as separate sheets. The following figure shows collated and uncollated stacking for two copies of a four-page file.

The main advantage of collation is convenience and the time savings derived from not having to separate and sort individual copies of a document. Each copy of the document exists as a whole unless chunk collation has occurred.



Enabling/Disabling Collation

There are five ways to enable/disable collation:

- Use your application. (Check the documentation to see if your application includes a specific procedure for collating pages.)
- Select collation in the QMS Windows printer driver.
- On a network, use CrownAdmin to select collation.
- Configure the printer through the configuration menu.
- Use Remote Console through a telnet session.

Using the Configuration Menu

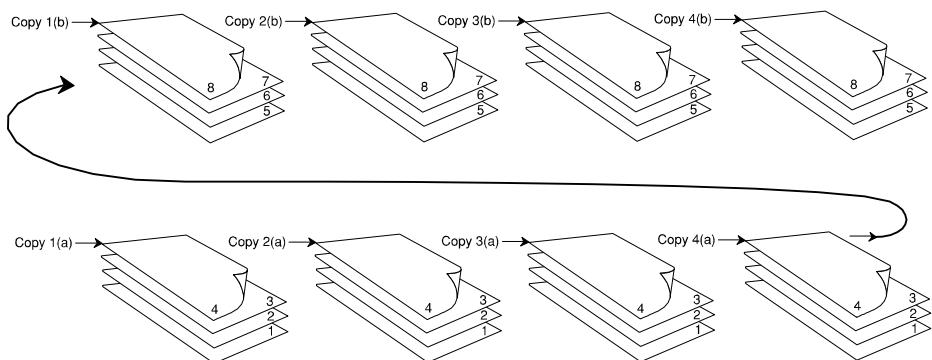
| | |
|----------------|----------------------------|
| Menu | Operator Control/Collation |
| Choices | On, Off |
| Default | Off |

Working with Chunk Collation

For a multiple copy document with collation On, there must be enough display list memory to hold the display list blocks for all pages in the collation range. (For more information on Display List blocks, see “Display List” in chapter 3, “Additional Technical Information,” in the *Reference* manual.) If there’s not enough memory, then a collation boundary is forced after the last compiled page of the collation range.

Chunk Collation

This mechanism of introducing a forced boundary—or breaking a document down into several smaller, more manageable sets—is known as chunk collation. For example, in the following illustration, copies “a” and “b” of each set must be manually combined to create one collated document. The order of printing is copy 1(a), copy 2(a), copy 3(a), copy 4(a), copy 1(b), copy 2(b), copy 3(b), and copy 4(b).



- » **Note:** If chunk collation occurs, you may want to enable header and trailer pages to help you determine the beginning and end of each collated sequence.

Improving Collation Performance

To avoid chunk collation, your printer must have sufficient memory to store an entire document before printing begins. Of course, this always depends on the size of your print job versus the amount of available memory in your printer. The QMS 3260/4032 with 32 MB or more of memory can fully collate most print jobs.

To improve collation performance, which allows you to collate longer and more complex print jobs on your printer, you can do one of the following:

Stacking and Stapling

- Add more printer memory, which automatically increases the display list client's memory settings.
- Take any memory not being used by other clients, and add it to the Administration/Memory/K Mem Display memory setting.
- ▲ **Caution:** *Use this option only if you're familiar with adjusting memory clients' values. (Refer to chapter 2, "Printer Configuration," in the Reference manual for information.) Incorrect use of this option could cause your system to operate incorrectly.*
- If your printer has an optional hard disk, set the Administration/Memory/Enable Disk Swap menu to On. This distributes any extra memory to all clients.
- Collate through your application.
 - » *Note: Collating through your application is more time consuming than collating through the printer. The application sends the complete job the requested number of times rather than sending it once and holding data in printer memory. Also, if you are collating stapled jobs your output will print better when you set up collation and stapling through the driver or through the printer control panel.*

Stacking and Stapling

The high-capacity output stacker (HCOS) is a 2000-sheet output finisher offering more document finishing features for your printing—including stacking, job offsetting, and stapling. It has three addressable output bins. Each bin can be configured to support stapled output, or simple stacked and offset stacked output—making print jobs easy to manage and retrieve in large workgroup environments.

Features

The following main features are supported on the HCOS:

- 3 large-capacity output trays

The total capacity of the three trays is approximately 2000 sheets. Each tray has a capacity of approximately 670 sheets plus one additional job up to 50 pages.

- Face-down stacking

This feature can collate the media in the correct order and delivers it face-down. The HCOS supports three modes for face-down media delivery: simple stacking, job offset, and stapling.

■ **Job offset**

This feature offsets each job by sliding it to one side or the other. This allows for easier separation of your collated output.

■ **Stapling**

This feature automatically produces stapled sets of output—up to 50 sheets per set—for immediate distribution.

Operation

You can choose the output bin from the configuration menu or from your QMS 3260/4032 printer driver. Use your driver to select the default setting for your print jobs or on a job-by-job basis. The configuration menu option allows you to select options from the printer control panel.

Chaining Output Bins

This menu option allows you to select chaining for the output bins. When your print jobs exceed the capacity of one output bin the job is continued on the next bin and then the final bin until all are full (2000 sheets).

When all three bins are full the printer displays

X OUTPUT BIN FULL

where *X* is the name of the selected output bin. The default names for the three bins are Top-Stack, Center-Stack, and Bottom-Stack. Of course you have the option of changing the names of any or all of the output bins.

| | |
|----------------|--|
| Menu | Operator Control/Output Finishing/Chain Outputbins |
| Choices | On—Switch to the next outputbin with the same size and type of paper when the default outputbin is full. Off—Don't chain outputbins |
| Default | Off |

Unloading the Output Bins

At any time during active printing you can remove your jobs from the output bins by pressing the Unload button on top of the HCOS. The printer will bring the bins to the top-stack position after completion of a set and stop printing. After you remove your jobs from the bins press the Unload button again (LED turns off) to allow the printer to resume printing. If you don't press the Unload button within sixty seconds the printer will automatically begin printing again.

- » **Note:** *When removing paper from the output bins, you must remove all the sheets from the tray for the printer to be able to update the counter on the bin. For example, if the bin was full at 670 sheets and you removed all but 1 sheet, the printer would still think the bin was filled with 670 sheets. This includes the capacities shown on the Print Statistics page and the "gas gauge" indicators on the CrownView printer webpage.*

Offset Stacking

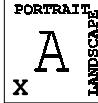
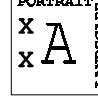
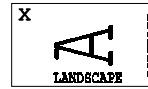
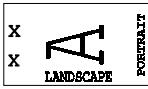
This option offsets each job as they are stacked in the optional tray. Each job will be offset by 20 mm (3/4").

| | |
|----------------|--|
| Menu | Operator Control/Offset Stacking |
| Choices | Off, On Off—Jobs stack normally. On—Each job is offset in the output tray. |
| Default | Off |

Output Finishing

| | |
|----------------|--|
| Menu | Operator Control/ Output Finishing/Staple Position |
| Choices | Off, Front Corner, Back Corner, Center |
| Default | Off |

Pages can be stapled at the front corner, at the back corner, or at two points in the center. The following table displays the approximate position of the staple depending on the page size, the selected staple position, and the selected orientation.

| Paper Size | Staple Position | | |
|------------------------|--|---|---|
| | Back | Front | Center |
| Letter/A4 |  |  |  |
| 11"x17"/A3 Legal/B4 |  |  |  |

» **Note:** Corner staples are placed at an angle to the edges of the paper and center staples are placed parallel to the edge of the paper.

Working with Status Pages

Identifying a Status Page Type

| | |
|----------------|---|
| Menu | Administration/Special Pages/Status Page Type |
| Choices | Standard, Advanced |
| Default | Standard |

Standard

This one-page document provides

- Printer identification (the printer's name, firmware information, and number of sheets/faces printed during the life of the printer)
- » **Note:** *The number of sheets/faces statistics differ from the number of sheets printed statistics in CrownView and the consumables statistics page (Operator Control/Consumables/Print Statistics), which refer to the number of sheets/faces printed to date during the current consumables tracking period (Administration/Consumables/Start Period menu).*
- Printer settings (printer set-up options for paper handling)
- Current memory configuration (printer memory settings)
- Timeouts (printer timeout settings)
- Communication settings and input buffer sizes (host-printer communication settings, including spooling memory sizes)
- Tickmarks in the lower-left corner for image alignment

Advanced

This multi-page document provides

- All the information from the standard status page
- The configuration menu settings
- A full list of fonts and downloaded emulations

Printing a Status Page

Use the Print Status button on the control panel.

Cancelling/Ending Print Jobs

The Cancel button has three functions:

- It cancels the oldest print job in the system.
- It cancels all jobs with a printing, interpreting, terminating, or spooled status.
- It allows you to send an end-of-job indicator to a currently compiling print job waiting on incoming data.

You don't have to press the Online button before using the Cancel button.

Cancelling a Print Job

| Press this button... | to... | The message window reads... |
|-------------------------|-------------------------------------|-----------------------------|
| Cancel | Access the Job Cancel menu. | JOB CANCEL CANCEL JOB |
| Cancel or Select | Cancel the oldest job in the queue. | CANCEL JOB IS SELECTED |

Cancelling all Print Jobs

| Press this button... | to... | The message window reads... |
|-----------------------------|--|------------------------------------|
| Cancel | Access the Job Cancel menu. | JOB CANCEL CANCEL JOB |
| Next | Advances to the Cancel All Jobs mode. | JOB CANCEL CANCEL ALL JOBS |
| Cancel or Select | Cancel all jobs with a printing, interpreting, spooled, or terminating status. The CANCEL ALL JOBS message displays until all print jobs are completely removed. | CANCEL ALL JOBS IS SELECTED |

Ending a Print Job

Use this procedure when the message window displays

WAITING ON INPUT
END JOB?

- » **Note:** *This procedure does not end print jobs that are still receiving data. Its only purpose is to provide an end-of-job indicator for a print job that does not have one. You can identify an end-of-job indicator in the Administration/Communications/Parallel and Administration/Communications/Serial menu. (Refer to chapter 3, "Additional Technical Information," in the Reference Manual for a complete discussion of End Job Mode.)*

| Press this button... | to... | The message window reads... |
|-----------------------------|-----------------------------|------------------------------------|
| Cancel | Access the Job Cancel menu. | JOB CANCEL CANCEL JOB |

| | | |
|-----------------------------|------------------------------|------------------------|
| Next (twice) | Advance to the End Job mode. | JOB CANCEL END JOB |
| Cancel or Select | Select End Job. | END JOB IS SELECTED |

CrownView Printer Webpage

QMS CrownView is a printer-based application using the World Wide Web portion of the Internet as a framework for the QMS 3260/4032 Print System. This feature allows you to monitor printer consumables, configure the printer to send you email, and access information that is normally available only by printing a status page.

Inside your new QMS printer resides an HTTP (Hyper-Text Transfer Protocol) based webpage that can be accessed from the most common web-browser software, such as Netscape Navigator and Microsoft Internet Explorer. This webpage gives you access to the most frequently accessed printer configurations and gives you instant access to printer status. Anyone on your company intranet can access the QMS printer through their web-browser software.

This section provides you with details on

- Setting up and using the webpage
- Configuring the printer to send email on error conditions and printer status
- The different types of pages in the printer
- Accessing the QMS web site and online help

Setting up the Printer Webpage

Setting up the printer webpage to run on your intranet involves two basic steps:

- Determining the name and address of your printer
- Setting up the “no proxy” preferences in your browser software

Determining the Printer Name

The printer webpage can be accessed only through the assigned name of the printer or the IP address. It is more convenient for you to use a name than the address. The name for the printer comes from the IP host table on the computer system and is usually assigned by the system administrator, for example, QMS 3260/4032 Print System.

Setting Up Your Browser Software

Since your printer will reside on your intranet and will not be accessible beyond the firewall of your network, you must set up the proper “preferences” in your browser

software. Your printer name or IP address must be added to the “no proxy” list in the preferences dialog box of the browser.

- » **Note:** *You need to do this procedure only once.*

For Netscape

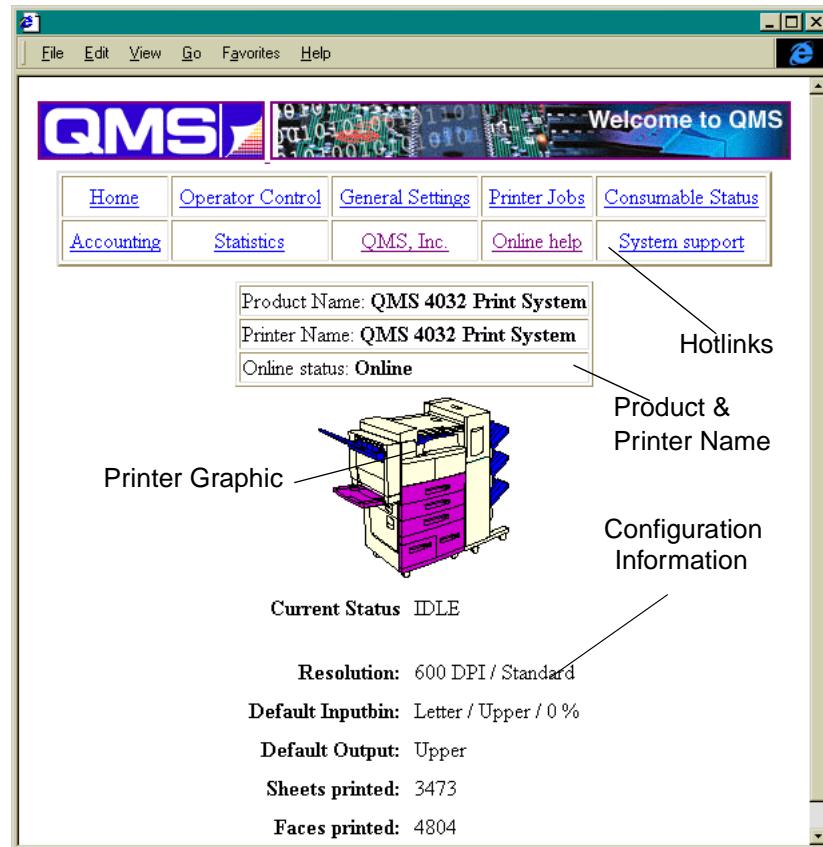
- 1 Start your web-browser.
- 2 Access the Options menu and choose Network Preferences.
- 3 Select the Proxies tab in the dialog box.
- 4 Select the Manual Proxy Configuration radio button and press the View... button.
- 5 In the No Proxy For: text box, type a comma after the last entry and then type the printer name or the IP address of your QMS 3260/4032.
- 6 Choose OK.
- 7 Enter the printer name or IP address in the Go to: URL address box to access the printer home page.

For Microsoft Explorer

- 1 Start your web-browser.
- 2 Access the View menu and choose Options.
- 3 Select the Connection tab on the dialog box.
- 4 Click the Advanced button to display the Proxy Settings dialog box.
- 5 In the Exceptions text box, type a semicolon after the last entry and then type the printer name or the IP address.
- 6 Click OK to save changes in the dialog boxes.
- 7 Now you should be able to enter the printer name in the URL address box to access the printer home page.

Printer Home Page

The Home Page is the starting point for all access to the printer webpages. On this page you will find hotlinks to all of the supporting webpages for your printer.



The printer home page provides the following information.

| | |
|-------------------------|---|
| Product Name | Identifies the particular printer that you are browsing. This printer is pictured in the graphic with all installed paper handling options. |
| | Configuration Menu: No equivalent |
| Printer Name | Shows the name assigned to your printer. |
| | Configuration Menu: No equivalent |
| Current Status | Echoes the status message in the printer control panel message window. |
| | Configuration Menu: No equivalent |
| Resolution | Identifies the resolution and halftone. |
| | Configuration Menu: Administration/Engine/Def Resolution |
| Default Inputbin | Identifies the input tray or tray, the media size, and the percent filled with media. |
| | Configuration Menu: Operator Control/Inputbin |
| Sheets Printed | Lists the number of sheets of media printed to date during the current consumables tracking period (Administration/Consumables/Start Period menu). This number differs from the number of sheets printed statistics on the printer's start-up and status pages, which refer to the total number of sheets of media printed during the life of the printer. |
| | Configuration Menu: No equivalent |
| Faces Printed | Lists the number of page faces printed to date. This number differs from the number of faces printed statistics on the printer's start-up and status pages, which refer to the total number of page faces printed during the life of the printer. |
| | Configuration Menu: No equivalent |
| Hotlinks | Take you to other pages of status, configurations, or help information. Each of these hotlinks is fully explained in this chapter. |
| | Configuration Menu: No equivalent |

Operator Control

The Operator Control hotlink on the home page jumps to the Operator Control page. This page contains a form which allows you to configure settings in your printer.

After you make your choices, choose the Submit button to make them take effect.



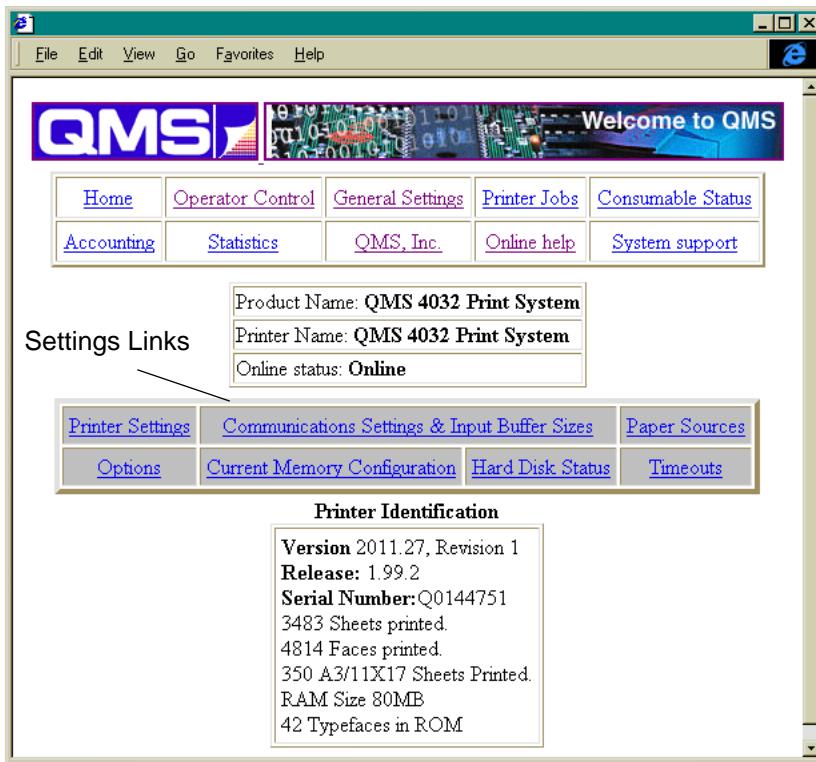
The screenshot shows a Windows-style application window titled "Welcome to QMS". The menu bar includes File, Edit, View, Go, Favorites, and Help. The toolbar has icons for Home, Operator Control, General Settings, Printer Jobs, Consumable Status, Accounting, Statistics, QMS, Inc., Online help, and System support. The main content area displays printer status: Product Name: QMS 4032 Print System, Printer Name: QMS 4032 Print System, and Online status: Online. Below this is a configuration form with two columns. The left column contains: Copies (1), Duplex (radio buttons for Off, On, Tumble), Staple/Offset (dropdown menu: Off), Chain (radio buttons for Off, On), Outputbins (dropdown menu: Any), Collation (radio buttons for Off, On), and Orientation (dropdown menu: Portrait). The right column contains: Default Inputbin (dropdown menu: Upper), Outputbin (dropdown menu: Upper), Face-Up Order (radio buttons for Reverse, Normal), Chain Inputbins (radio buttons for Off, On, On), Multipurpose (dropdown menu: Letter), and Size (dropdown menu: Any). A "Submit" button is at the bottom right of the form. A label "Configuration Form" is positioned to the left of the form area.

The Operator Control page contains the following options. For complete information on any options see chapter 2, "Printer Configuration," of the *Reference* manual.

| | |
|--------------------------|--|
| Copies | Allows you to enter the number of copies to print. Configuration Menu: Operator Control/Copies |
| Collation | Allows you to turn collation Off or On. Configuration Menu: Operator Control/Collation |
| Orientation | Allows you to select Portrait or Landscape orientation. Configuration Menu: Operator Control/Orientation |
| Default Inputbin | Allows you to choose Upper or Optional as the input source. Configuration Menu: Operator Control/Inputbin |
| Outputbin | Allows you to choose the default output bin Configuration Menu: Operator Control/Outputbin |
| Face-Up Order | Allows you to choose the order of the pages printed to the face-up bin. Configuration Menu: Operator Control/Face-Up Order |
| Chain Inputbins | Allows you to set input bin chaining to Off, On, or On Any. Configuration Menu: Operator Control/Chain Inputbins |
| Multipurpose Size | Allows you to specify the type of media in the multipurpose tray. Configuration Menu: Operator Control/Multipurpose Sz |

General Settings

The General Settings hotlink takes you to the General Settings page.



This page provides hotlinks to several groups of printer configuration settings. Each is described in more detail in the following pages:

- “Printer Setting” on page 3-25
- “Communication Settings & Input Buffer Sizes” on page 3-26
- “Paper Sources” on page 3-27
- “Options” on page 3-27
- “Current Memory Configuration” on page 3-27
- “Hard Disk Status” on page 3-29

- “Timeouts” on page 3-29

You can view this information to see the status of the printer, but you can change it only by accessing the printer's configuration menu through the printer control panel, a remote console session, or CrownAdmin.

Printer Setting

This table provides you with data relative to the settings of the printer.

| | |
|----------------------------|---|
| Compatibility Level | Identifies the PostScript emulation level. Configuration Menu: No equivalent |
| Do Start-up Page | Identifies whether the printer start-up page is turned on or off. Configuration Menu: Administration/Startup Options/Do Start Page |
| Do Error Handler | Identifies whether the PostScript Error Handler is on or off. Error Handler is a diagnostic tool that identifies PostScript errors encountered during a print job. Configuration Menu: Administration/Startup Options/Do Error Handler |
| Do Sys/Start | Identifies whether the printer controller checks the hard disk for a PostScript file named SYS\START and then executes the file. This file does not print. Configuration Menu: Administration/Startup Options/Do Sys Start |
| Is Password 0? | Identifies whether the Administration menu password is set. 0=Off Configuration Menu: Installation/Use Admin Pwd |
| Default Chaining | Identifies whether tray chaining is enabled or disabled. Tray chaining allows the printer to draw media from another input source with either the same or any size and type of media (dependent on the choice selected) automatically when the first input source empties. Configuration Menu: Operator Control/Chain Inputbins |
| Default Paper Tray | Tells you which input source is the default. Configuration Menu: Operator Control/Inputbin |

| | |
|------------------------------|--|
| Number of Paper Trays | Tells you the number of input sources available on your printer. Configuration Menu: No equivalent. |
| Left Margin | Identifies the amount (in .01" increments) the image is adjusted horizontally on the page. Configuration Menu: Administration/Engine/Image Alignment/Horiz Offset |
| Top Margin | Identifies the amount (in .01" increments) the image is adjusted vertically on the page. Configuration Menu: Administration/Engine/Image Alignment/Vertical Offset |
| Resolution | Identifies the printer resolution. Configuration Menu: Administration/Engine/Def. Resolution |

Communication Settings & Input Buffer Sizes

This hotlink displays a screen that shows the communications settings of the printer.

| | |
|------------------------------|--|
| Serial IF | Identifies the settings for the serial interface. Configuration Menu: Administration/Communications/Serial |
| Parallel IF | Identifies the settings for the parallel interface. Configuration Menu: Administration/Communications/Parallel |
| Optional NIC | Identifies the settings for the optional network interface (NIC). Configuration Menu: Administration/Communications/Optional NIC |
| Resident NIC | Identifies the settings for the resident network (CrownNet Ethernet) interface. Configuration Menu: Administration/Communications/Resident NIC |
| Shared Spooling Space | Identifies the total amount of spooling space shared by the interfaces Configuration Menu: No equivalent. |

Paper Sources

This hotlink provides media source information.

| | |
|-----------------|---|
| Upper | Identifies the size and type of media currently installed in the upper tray. Configuration Menus: Operator Control/Inputbin/Upper |
| Optional | Identifies the size and type of media currently installed in the optional lower input feeder. Configuration Menu: Operator Control/Custom Bin/Optional, Operator Control/Media/For Optional Bin |

Options

| | |
|-------------------|--|
| Disk(s) | Identifies how many hard disks are attached to the printer and what their addresses are. Configuration Menu: No equivalent |
| Emulations | Identifies the installed emulations. Configuration Menu: No equivalent |

Current Memory Configuration

Memory configuration affects the number of jobs that can be accepted by the printer, the number of options available simultaneously, the number of downloadable fonts and emulations that can be stored, and overall printer performance.

| | |
|-------------------------|---|
| Host Input Spool | Shows the size (in KB) of the Host Input field, also known as K Mem for Spool. This memory client stores incoming data from all the interfaces until the emulation can process the print job. Configuration Menu: Administration/Memory/Manual Config/K Mem for Spool |
|-------------------------|---|

| | |
|------------------------------|---|
| Display List | Shows the size (in KB) of the Display List, also known as K Mem Display. This client stores compressed representations, or blocks, of the pages to be printed. Configuration Menu: Administration/Memory/Manual/Config/K/Mem Display |
| PostScript Font Cache | Shows the size (in KB) of the Font Cache, also known as K Mem for PS Fonts. This memory client stores bitmapped representations of previously scaled PostScript fonts. Configuration Menu: Administration/Memory/Manual Config/K Mem for PS Fonts |
| PostScript Heap | Shows the size (in KB) of the Heap, also known as K Mem for PSHeap, PostScript VM, and Virtual Memory. This client holds downloaded fonts, PostScript operators, and forms. Configuration Menu: Administration/Memory/Manual Config/K Menu for PSHeap |
| Framebuffer | Shows the size (in KB) of the Frame Buffer. This client holds rasterized or bitmapped images of page faces which are ready to be sent to the print engine. Configuration Menu: Administration/Memory/Manual Config/Framebuffer |
| Emulation | Shows the size (in KB) of the Emulation client, also known as K Mem Emulation. This client is used to store any optional emulations, such as LN03 Plus. Configuration Menu: Administration/Memory/Manual Config/K Mem Emulation |
| Emulation Temporary | Shows the size (in KB) of the Emulation Temporary client. This client is used by non-PostScript emulations for storing downloaded (soft) fonts, forms, or macros. Configuration Menu: Administration/Memory/Manual Config/K Mem Emulation Temp |

| | |
|-----------------------|--|
| Disk Cache | Shows the size (in KB) of the Disk Cache. This memory client stores frequently used data in system memory instead of continually storing and retrieving it from a hard disk. |
| | Configuration Menu: Administration/Memory/Manual Config/K Mem / Disk Cache |
| System Use | Shows the size (in KB) of the System Use. Also known as System Memory, this non-configurable client is the amount of RAM used to run the printer's operating system. It's never increased or decreased. The system memory subtracted from the total amount of RAM identifies the amount of RAM available for all the other memory clients. |
| | Configuration Menu: No equivalent |
| Printer Memory | Shows the size (in KB) of the total amount of RAM that your printer has. |
| | Configuration Menu: Administration/Memory/Manual Config/MB Printer Mem |

Hard Disk Status

This hotlink provides the status of the hard disk.

| | |
|----------------|---|
| Disk(s) | Provides the name, size, and free space on all attached hard disks. |
| | Configuration Menu: No equivalent |
| Total | Identifies the total space and free space on all attached hard disks. |
| | Configuration Menu: No equivalent |

Timeouts

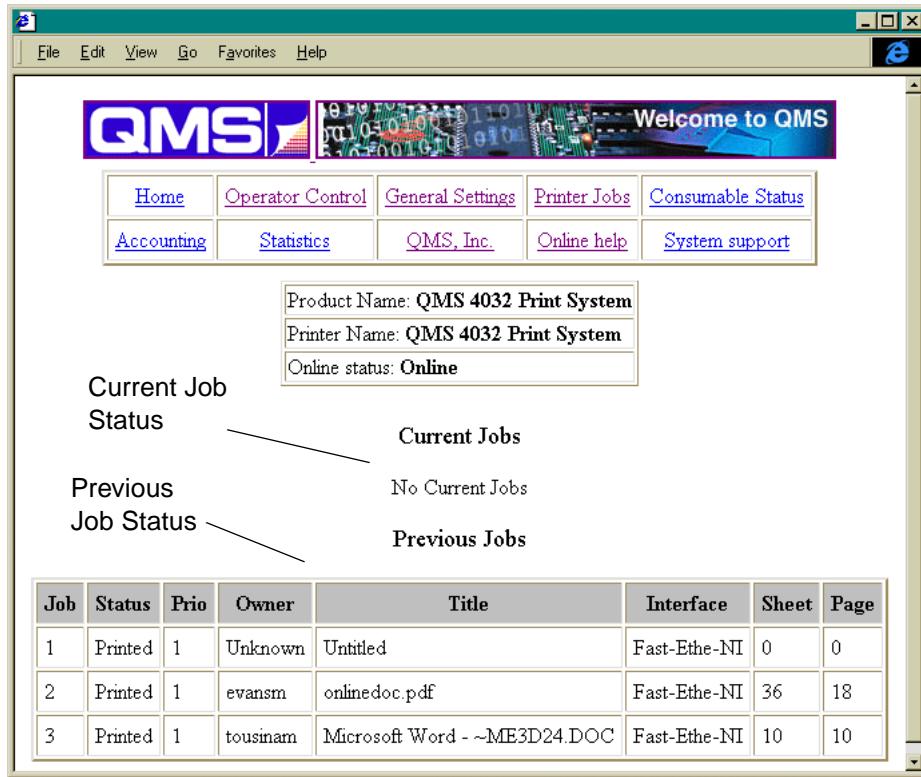
This hotlink provides the status on established timeouts.

| | |
|-------------|---|
| Wait | Shows the maximum number of seconds the PostScript emulation waits for incoming data. |
| | Configuration Menu: Administration/Communications/Timeouts/PS Wait Timeout |

| | |
|------------------|---|
| Job | This shows the maximum number of seconds the printer processes a print job before it ends the job. Configuration Menu: Administration/Communications/Timeouts/Job Timeout |
| Emulation | Shows the maximum number of seconds emulations other than PostScript wait for incoming data. Configuration Menu: Administration/Communications/Timeouts/Emulation Timeout |
| ESP | Shows the maximum number of seconds the printer uses to match an emulation before printing the job in the default emulation. Configuration Menu: Administration/Communications/Timeouts/ESP Timeout |

Printer Jobs

The Printer Jobs hotlink on the home page jumps to the Printer Jobs page. This page contains information about the current jobs the printer is processing and information on the previous five jobs printed.



The screenshot shows a Windows-style application window for the QMS printer. The menu bar includes File, Edit, View, Go, Favorites, and Help. The toolbar contains icons for Home, Operator Control, General Settings, Printer Jobs, Consumable Status, Accounting, Statistics, QMS, Inc., Online help, and System support. The main content area displays the following information:

- Product Name:** QMS 4032 Print System
- Printer Name:** QMS 4032 Print System
- Online status:** Online

Current Job Status: No Current Jobs

Previous Job Status: No Previous Jobs

Current Jobs: No Current Jobs

Previous Jobs: No Previous Jobs

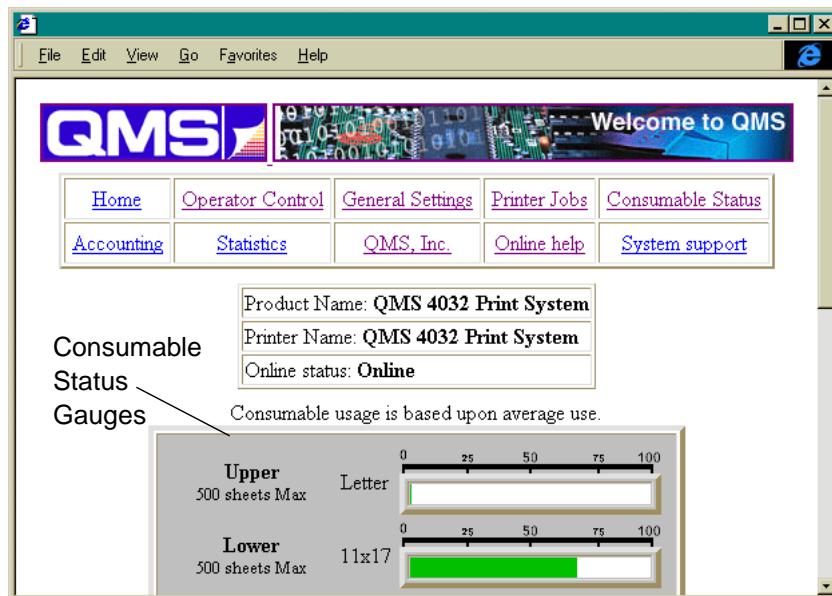
| Job | Status | Prio | Owner | Title | Interface | Sheet | Page |
|-----|---------|------|----------|------------------------------|--------------|-------|------|
| 1 | Printed | 1 | Unknown | Untitled | Fast-Ethe-NI | 0 | 0 |
| 2 | Printed | 1 | evansm | onlinedoc.pdf | Fast-Ethe-NI | 36 | 18 |
| 3 | Printed | 1 | tousinam | Microsoft Word - ~ME3D24.DOC | Fast-Ethe-NI | 10 | 10 |

| | |
|-------------------|--|
| Job | Indicates the job number of the current print jobs and up to five previous print jobs. |
| | Configuration Menu: No equivalent. |
| Status | Indicates the status of each job. (Interpreting, Spooling, Spooled, Printing, Printed) |
| | Configuration Menu: No equivalent |
| Prio[ri]ty | Shows the priority of each job. |
| | Configuration Menu: No equivalent |
| Owner | Shows the name of the owner of each current job. |
| | Configuration Menu: No equivalent |
| Title | Shows the title of each job. |
| | Configuration Menu: No equivalent |
| Interface | Identifies the interface over which the job was sent to the printer. |
| | Configuration Menu: No equivalent |
| Sheet | Shows the number of physical sheets of media printed for each job. |
| | Configuration Menu: No equivalent. |
| Page | Indicates the number of pages printed for each job. |
| | Configuration Menu: No equivalent |

Consumable Status

The Consumable Status hotlink on the home page jumps to the Consumable Status page. This page contains information about the level of usage of all of the printer's consumables.

» **Note:** The scales are an estimate, reported as a percentage, and do not indicate the exact amount of consumables used. In addition, the life expectancy of each consumable is based on printing under specific operating conditions, such as media type, page size, and page coverage (usually 5% coverage of letter/A4-size media). The actual life expectancy will vary depending on these and other printing variables, including continuous or intermittent printing, ambient temperature, and humidity.

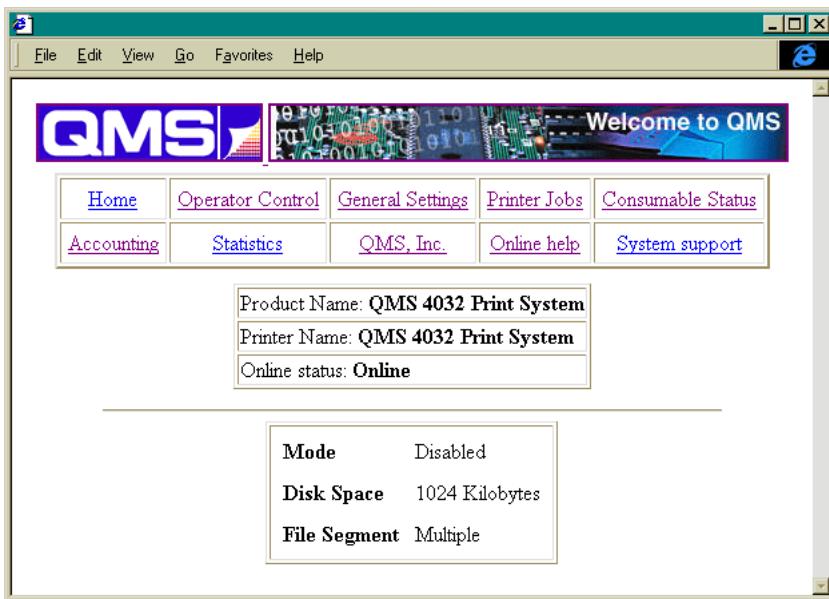


| | |
|------------------------------|---|
| Consumable Name | Identifies the consumable (for example, Toner Cartridge or 300K PM Service). |
| | Configuration Menus: Operator Control/Consumables and Administration/Consumables |
| Consumable Max Number | Shows the maximum capacity of the consumable (for example, 500 sheets). |
| | Configuration Menus: Operator Control/Consumables and Administration/Consumables |

| | |
|--------------------------------|---|
| Consumable Usage Gauges | Shows the remaining amount of the consumable (in percentages, not faces, or sheets). |
| | Configuration Menus: Operator Control/Consumables and Administration/Consumables |

Accounting

The Accounting hotlink on the home page jumps to the Accounting page, which contains information about accounting configuration settings.

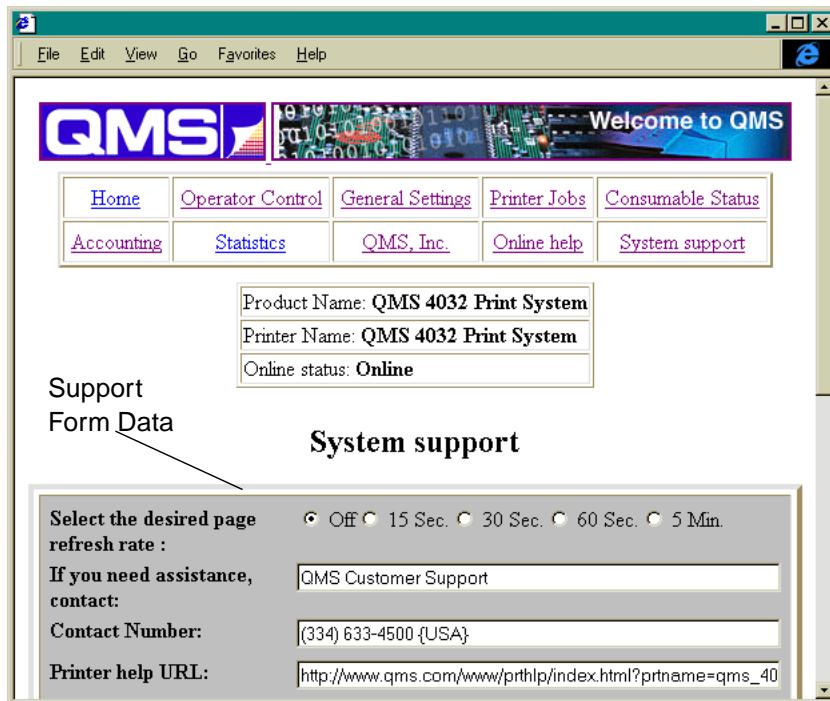


| | |
|-------------------|---|
| Mode | Shows whether accounting is enabled or disabled. |
| | Configuration Menu: Operator Control/Accounting/Mode |
| Disk Space | Shows how much disk space is allocated to job accounting files. |
| | Configuration Menu: Operator Control/Accounting/Disk Space |

| | |
|---|--|
| File Segment | Shows whether accounting information is stored in the printer in a single file or in multiple files. |
| Configuration Menu: Operator Control/Accounting/File Segment | |

System Support Page

The System Support hotlink on the home page jumps to the System Support page. This page can be used to set up internal support for the printer as well as to link to the QMS web site.



CrownView Printer Webpage

Support Form Data

System support

Select the desired page refresh rate : Off 15 Sec. 30 Sec. 60 Sec. 5 Min.

If you need assistance, contact:

Contact Number:

Printer help URL:

QMS Corporate URL:

For Product or Dealer Information:

SMTP Mail Server Address: *

SMTP Sender's Domain: *

Sender's address: *

To: *

CC (Separated by commas):

Subject:

When to send email on printer error: Off 1 Min. 30 Min. 1 Hr. Test

Email sent via:

** Indicates Required SMTP Parameter*

| | |
|--|---|
| Page refresh rate | The rate at which information in the form is reset to the current printer settings. |
| If you need assistance, contact | A text box for entering the name of a local expert |
| | Configuration Menu: No equivalent |
| Contact Number | A text box for entering a local or QMS contact number |
| | Configuration Menu: No equivalent |

| | |
|--|---|
| Printer Help URL | A text box for entering a local or QMS printer help URL (web address) Configuration Menu: No equivalent |
| QMS Corporate URL | The QMS corporate URL (web address) Configuration Menu: No equivalent |
| For Product or Dealer Information | A text box for entering a local or QMS contact number Configuration Menu: No equivalent |
| SMTP Mail Server Address | A text box for entering the SMTP mail server address for handling email from the printer. Configuration Menu: No equivalent |
| SMTP Sender's Domain | A text box for entering the domain name of the printer. Configuration Menu: No equivalent |
| Sender's address | A text box for entering the address of the printer on the network. Configuration Menu: No equivalent |
| To | A text box for entering the address of the recipient of email sent from the printer. Configuration Menu: No equivalent |
| CC (Separated by commas) | A text box for entering the addresses of copied recipients of email from the printer. Maximum of 8. Configuration Menu: No equivalent |
| Subject | A text box for entering the subject line of the email message generated by the printer. Configuration Menu: No equivalent |
| When to send email on printer error | Sets the delay for sending an email message after the printer error condition. Configuration Menu: No equivalent |

| | |
|-----------------------|---|
| Email sent via | Shows the network interface that sent the email message from the printer. |
| | Configuration Menu: No equivalent |

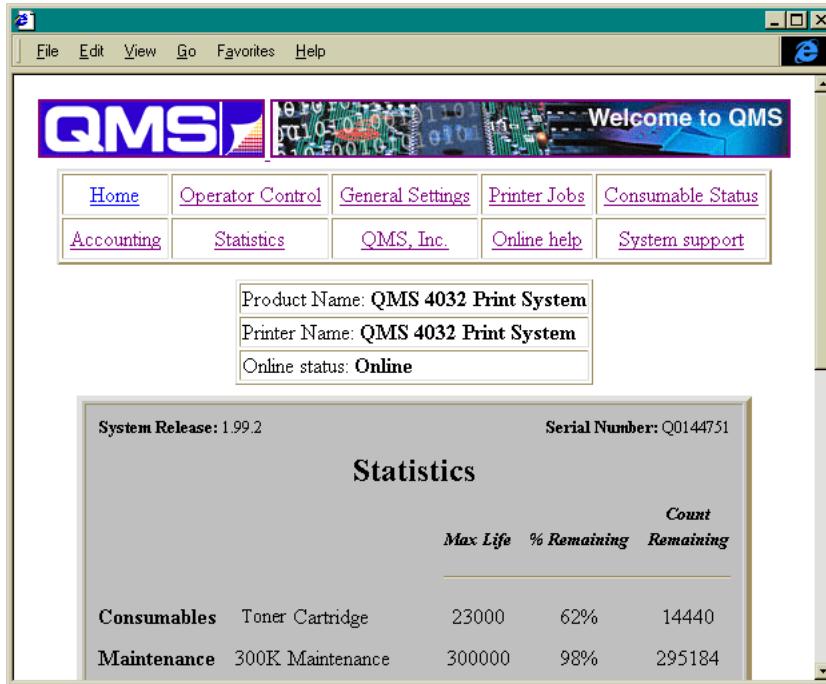
Once you've made the necessary changes, choose Submit.

- » **Note:** *If the page refresh rate is set to too small a time interval, you may lose your changes before you choose the Submit button.*

Statistics

The consumables Statistics link allows you to check the amount of usage for printer consumables, such as the number of sheets, faces, and planes printed as well as the average coverage of toner.

- » **Note:** *The number of sheets/faces printed statistics differ from the number of sheets printed statistics on the printer's start-up and status pages, which refer to the total number of sheets/faces of media printed during the life of the printer.*





The screenshot shows a Windows-style application window titled "Statistics". At the top, it displays "System Release: 1.99.2" and "Serial Number: Q0144751". The main content is a table with two sections: "Consumables" and "Maintenance".

| | | <i>Max Life</i> | <i>% Remaining</i> | <i>Count Remaining</i> |
|---|----------------------|-----------------|--------------------|------------------------|
| Consumables | Toner Cartridge | 23000 | 62% | 14440 |
| Maintenance | 300K Maintenance | 300000 | 98% | 295184 |
| Period | | | | |
| | | <i>Lifetime</i> | <i>User</i> | <i>Service</i> |
| Sheets | Sheets all sizes | 3485 | 3485 | 3485 |
| | Paper Sheets | 3485 | 3485 | 3485 |
| | Letter/A4 | 3135 | 3135 | 3135 |
| | 11x17/A3 | 350 | 350 | 350 |
| | Normalized Sheets | 3847.0 | 3847.0 | 3847.0 |
| | Normalized Faces | 5466.0 | 5466.0 | 5466.0 |
| Faces | Monochrome K | 4816 | 4816 | 4816 |
| Planes | K Planes | 4725 | 4725 | 4725 |
| Coverage | Average %K | 7.296 | 7.296 | 7.296 |
| | Std. Faces @ 5% Cov. | 8560.5 | 8560.5 | 8560.5 |
| Notes: | | | | |
| 1) Coverage numbers are average coverage of normalized (letter) faces | | | | |

QMS, Inc. Page

The QMS, Inc. hotlink on the home page jumps to the QMS web site configured on the System Support page (QMS Corporate URL). From the QMS web site you can access information about other QMS printers, contact information, a FAQ database, printer manuals, and online performance support.



Online Help Page

The Online Help hotlink on the home page jumps to any help information that has been configured on the System Support page (Printer Help URL). You can configure this to jump to your own help web site set up on your local intranet or to the QMS online performance support information for your QMS print system.

Webpage Help System

Your printer webpage is supported with help and support tools located at the QMS web site. If you typed in the QMS online help address on the System Support page

(Printer Help URL), when you click on the Online Help button on the printer home page you'll be linked to an HTML page located at the QMS web site. From here you can link to a topic which applies to your specific problem. You can also access a list of current FAQs (Frequently Asked Questions) about your print system.



4

Media Jams

In This Chapter . . .

- “Automatic Jam Recovery” on page 4-2
- “Preventing Media Jams” on page 4-2
- “Understanding the Media Path” on page 4-3
- “Understanding Jam Status Messages” on page 4-6
- “Removing Media Jams” on page 4-7

Introduction

This chapter explains automatic jam recovery, discusses how to prevent media jams, and then provides detailed information on how to find and remove media jams.

Automatic Jam Recovery

The QMS 3260/4032 Print System provides automatic jam recovery (when enabled through the Administration/Engine/Page Recovery menu). After you remove any jammed media, printing automatically resumes from the page the printer stopped at when the jam occurred.

- » **Note:** *For automatic jam recovery to work, it is necessary to leave the printer turned on when you remove the jammed media.*

Preventing Media Jams

There are several things you can do to reduce the occurrence of media jams.

- Use paper, envelopes, labels, and transparencies that match the printer specifications.
- Make sure the media is not folded, wrinkled, or excessively curled.
- Do not overfill the media tray. The tray has a fill-limit mark on the inside left side.
- If you have problems with double feeding, remove the media from the tray and fan the sheets. They may be sticking together.

» **Note:** *Do not fan transparencies since this causes static.*

- Store media in a dry location away from excessive heat, moisture, and humidity.

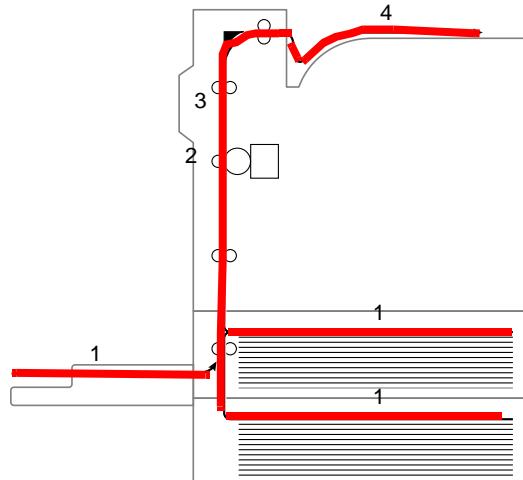
- Make sure you've loaded the media printing-side up. Many manufacturers place an arrow on the end of the wrapper to indicate the printing side. If you can't determine which side of the media to print on, remove the media from the tray, rotate the stack a half-turn, turn the stack over, and then place it back in the tray.

Understanding the Media Path

Understanding the printer's media path will help you locate media jams. The media path is different for the different printer options. Refer to the following illustrations to view the path depending on the options installed.

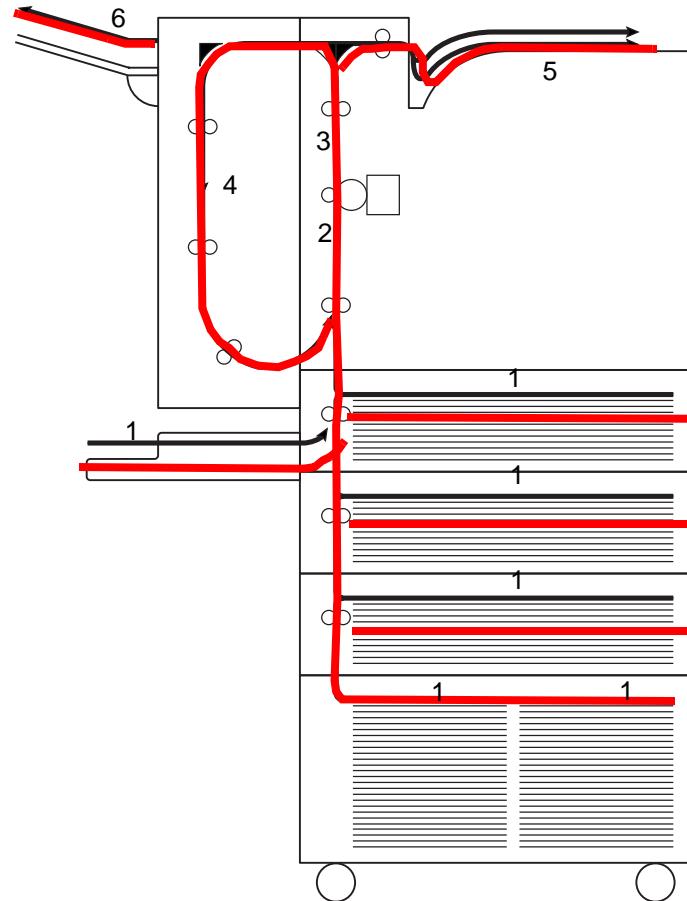
Base Model

Media is picked up or fed (1) from one of two input trays or the multipurpose tray. It is then transported to the imaging area (2) where toner is applied. Then it continues to the fuser (3) where the toner is melted into the surface of the media. The media exits (4) the printer and is stacked in the face-down bin.



Printer with Duplexer and High-Capacity Input Feeder

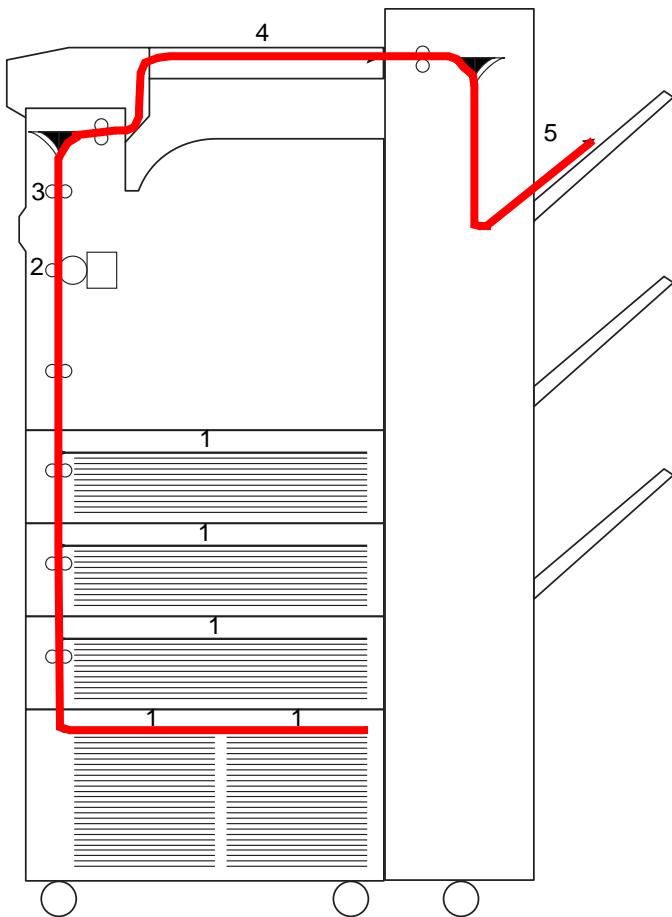
Media is picked up or fed (1) from one of five input trays or the multi-purpose tray. It is then transported to the imaging area (2) where toner is applied. Then it continues to the fuser (3) where the toner is melted into the surface of the media. If two-sided printing is selected, the media is guided through the duplexer (4) for a return path to print on the rear side. The media exits the printer and is stacked in the face-down bin (5) or the face-up bin (6).





Printer with Stacker and High-Capacity Input Feeder

Media is picked up or fed (1) from one of five input trays or the multipurpose tray. It is then transported to the imaging area (2) where toner is applied. Then it continues to the fuser (3) where the toner is melted into the surface of the media. The media is fed through the horizontal transport (4) and exits the printer and is stacked in one of three face-down bins (5).



Understanding Jam Status Messages

When a jam occurs, the message window on the control panel displays jam messages: TRANSPORT JAM, OUTPUT JAM, FUSER JAM, DUPLEX JAM, FINISHER JAM. Frequent jams in any area indicate that area should be checked, repaired, or cleaned. Repeated jams may also happen if you're using the wrong weight print media.

- **Misfeed jams** occur in the standard tray, multipurpose tray, or optional high-capacity input feeder. A misfeed jam may be as simple as a sheet of media not being picked up, or it may be that the media was picked up but not fed properly. Access to this area is through the input trays.
- **Exit jams** occur between the left side of the printer and the media exit areas.
- **Input and transport jams** occur between the trays and the left side of the printer.
- **Duplex jams** occur in the optional duplexer.
- **Envelope feeder jams** occur at the optional envelope feeder input.

Removing Media Jams

If, after you clear a media jam, the jam message in the control panel window persists, open and close the printer's left door. This should clear the jam message.

If automatic jam recovery is enabled (Administration/Engine/Page Recovery menu), once the jammed media is removed and the printer is operational, the printer should resume printing the job from the page where the jam occurred.

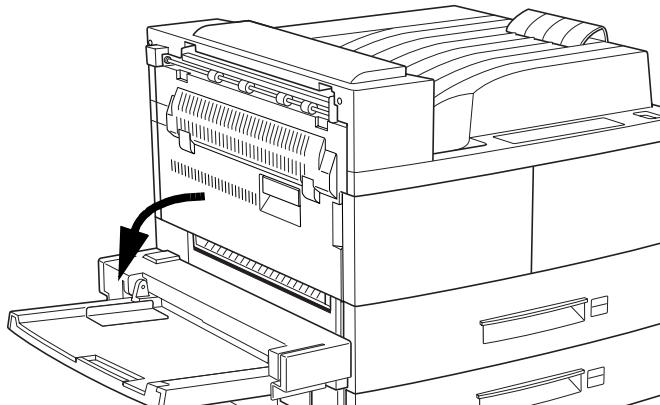
- » **Note:** *When clearing jams from the multipurpose tray or the envelope feeder you must reload paper or envelopes to clear the jam message. Just opening the printer door will not clear the message.*
- ▲ **Caution:** *To avoid damage to rollers or internal printer components, always remove jammed media gently. Always try to remove jammed media without tearing it. Any pieces of media left in the printer, whether large or small, can obstruct the paper path and cause further jams.*

Base Unit Jams

Exit Jams

Exit jams occur between the fuser and the exit area. These jams are accessed through the upper left cover.

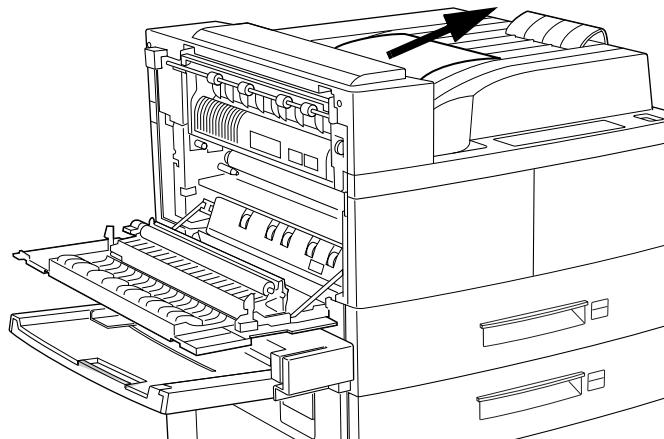
- 1 **Open the upper-left cover of the printer.**



Removing Media Jams

2 Remove any jammed media.

- a If the leading edge of the paper is already in the paper output tray, pull out the paper in the direction of the arrow.
- b If the paper is jammed at the fuser area, pull it out carefully without touching the fuser

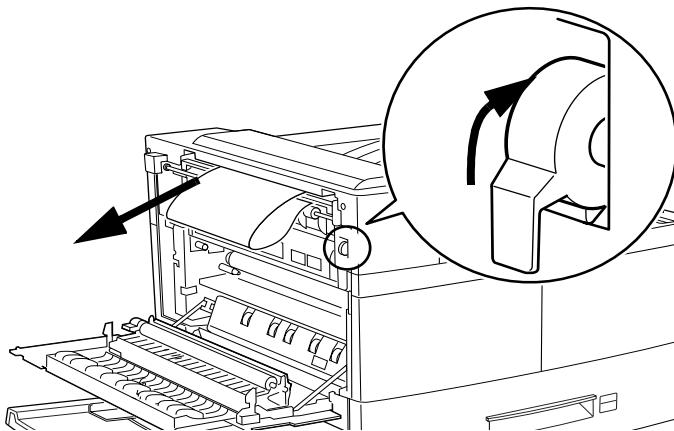


WARNING! *The fuser*

unit is hot! Do not remove a jam in this area until the fuser unit cools.

ACHTUNG! *Die Fixiereinheit wird sehr heiß! Bitte achten Sie darauf, daß sie diese einige Zeit abkühlen lassen, bevor Sie einen Papierstau beseitigen.*

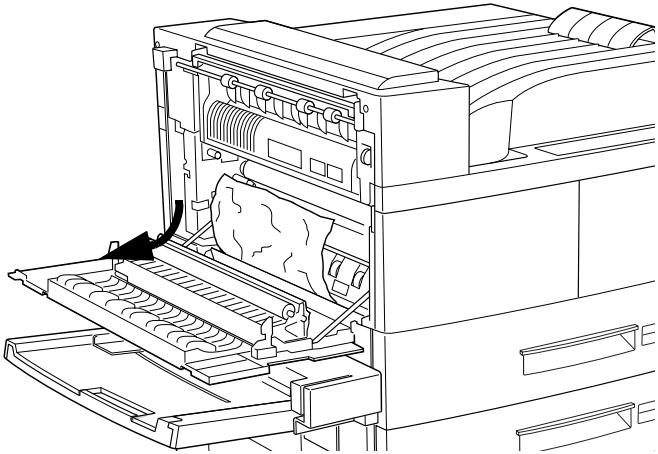
- c If it becomes difficult to pull out the paper, lift the lever repeatedly in the direction of the arrow until the paper is accessible and easy to pull out.



3 If the paper is jammed below the fuser, pull it out in the direction of the arrow.

4 Close the upper left door.

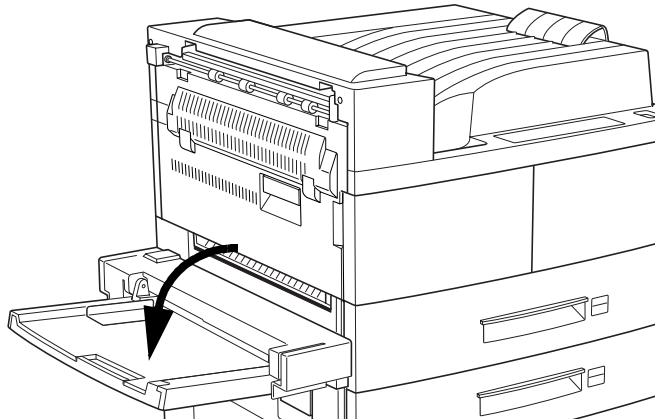
▲ **Caution:** *Media that hasn't fully passed through the fuser contains unfused toner that can dirty your hands, clothes, or anything else it gets on. If you accidentally get toner on your hands, wash them in cool water. If you accidentally get toner on your clothes, lightly dust them off as much as possible. If some toner remains on your clothes, use cool, not hot, water to rinse the toner off, provided your clothing is washable.*



Input Jams

Input jams occur as the media is pulled out of the input trays and is fed to the printer.

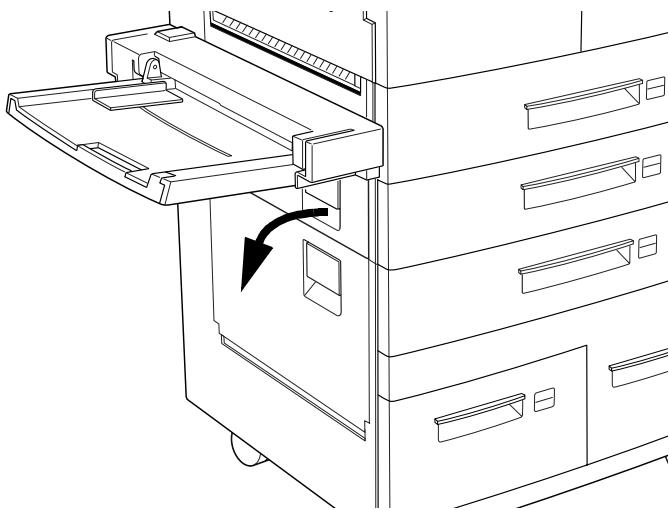
1 Open the upper-left door.



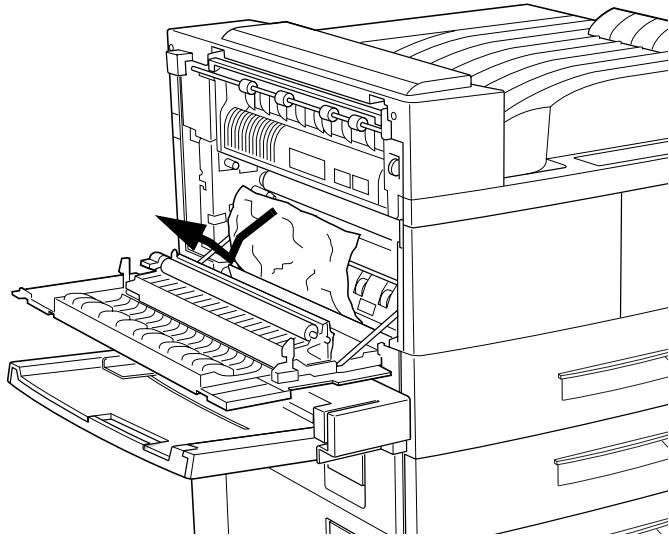
Removing Media Jams

2 Open the lower-left door below the multi-purpose tray.

3 Remove any jammed paper.

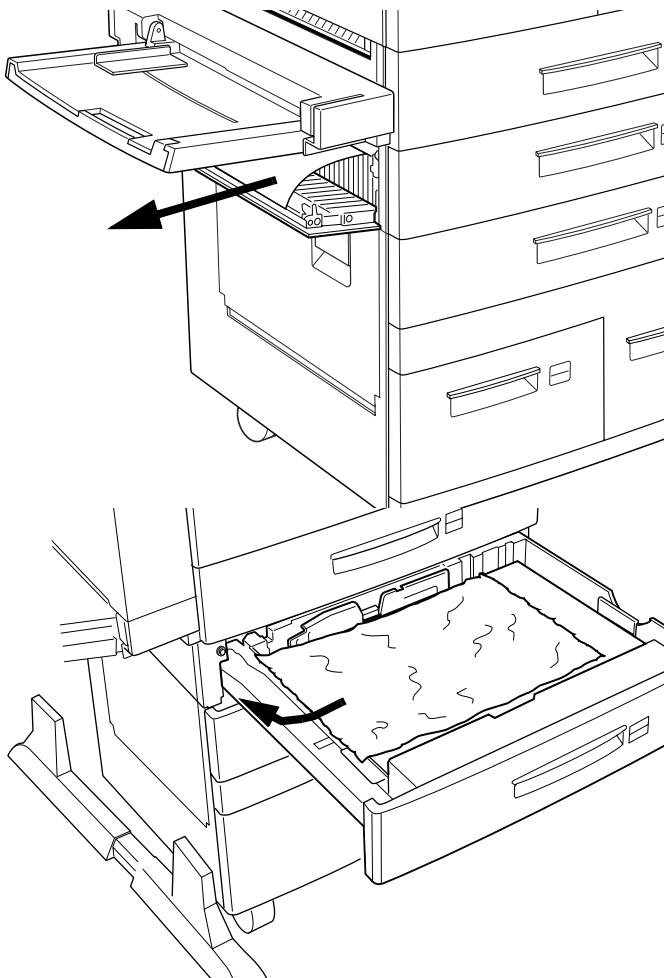


a If the paper is jammed at the upper-left cover, pull it out in the direction of the arrow.



- b If the paper is jammed at the lower-left door, pull it out in the direction of the arrow.
- c If the paper is jammed at the tray area, pull out the tray and remove the jammed paper in the direction of the arrow

4 Gently push the tray back in and close the upper- and lower-left doors.



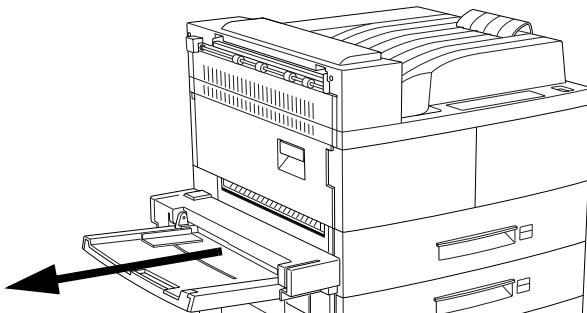
Multipurpose Tray Jam

Jams may occur here when media is fed from the tray.

- » **Note:** *When clearing jams from the multipurpose tray you must reload media to clear the jam message. Just opening the printer door will not clear the message.*

Removing Media Jams

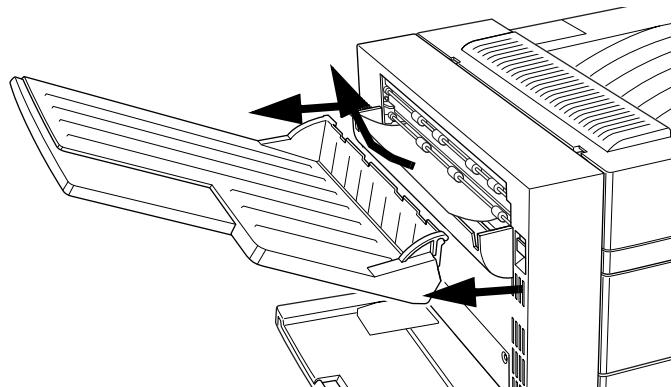
- 1 Remove the jammed media by pulling it out in the direction of the arrow.
- 2 Remove all the media and then load the stack again.



Jams with Printer Options Attached

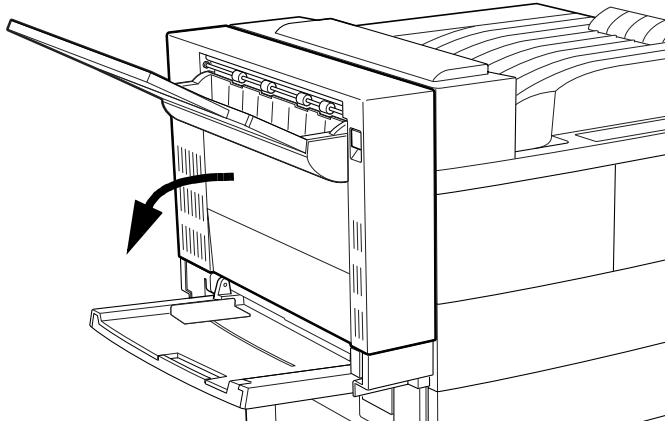
Exit Jams - Face-Up Tray

- 1 Lift the optional face-up tray to unhook it, and remove it.
- 2 Pull out the media in the direction shown.
- 3 Reattach the face-up tray.

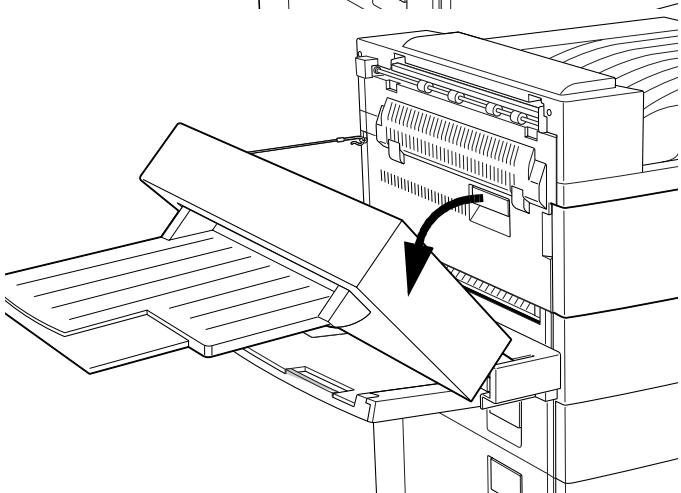


Exit Jams - Duplexer 

- 1 Open the duplexer.

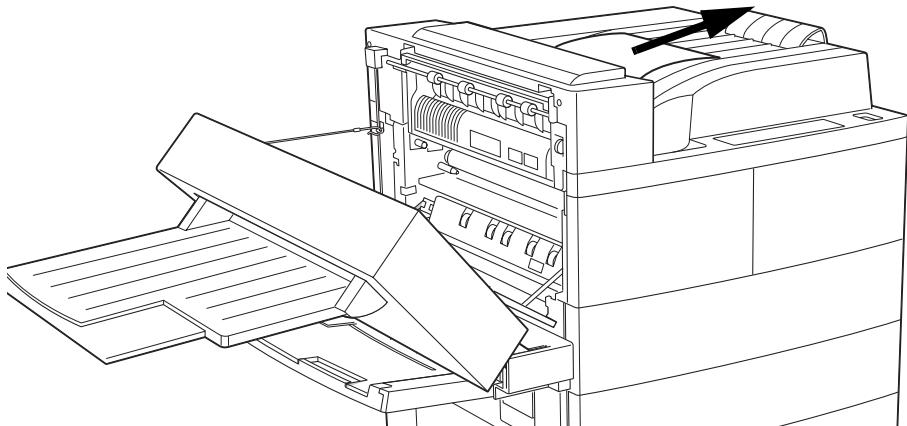


- 2 Open the upper-left door.
- 3 Remove any jammed media
 - a If the leading edge of the media is already in the output bin, pull out



Removing Media Jams

output bin, pull out the media in the direction of the arrow.



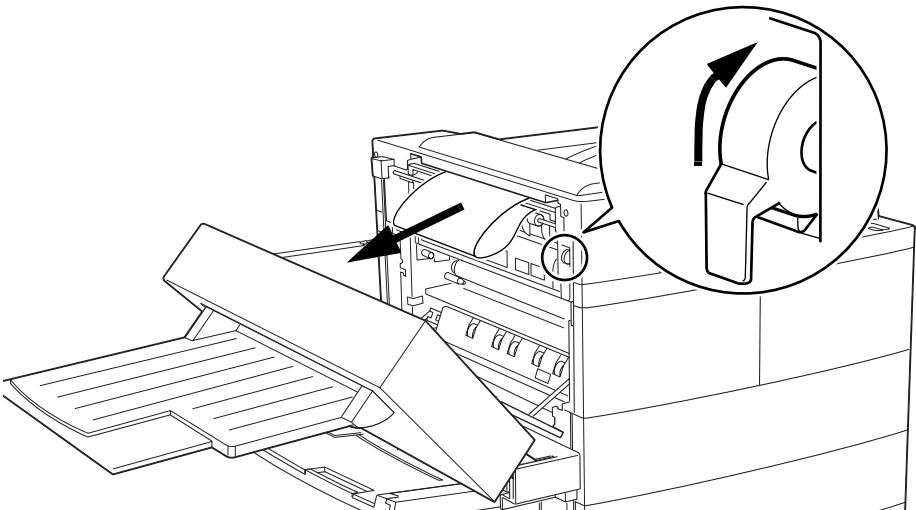
- b If the media is jammed at the fuser area, pull it out carefully without touching the fuser.



WARNING! *The fuser unit is hot! Do not remove a jam in this area until the fuser unit cools.*

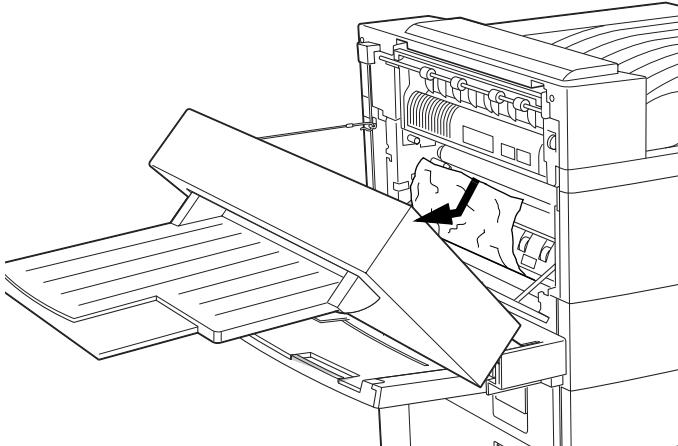
ACHTUNG! *Die Fixiereinheit wird sehr heiß! Bitte achten Sie darauf, daß sie diese einige Zeit abkühlen lassen, bevor Sie einen Papierstau beseitigen.*

c If it becomes difficult to pull out the media, lift the lever repeatedly in the direction of the arrow until the media is accessible and easy to pull out.



d If the media is jammed below the fuser, pull it out in the direction of the arrow.

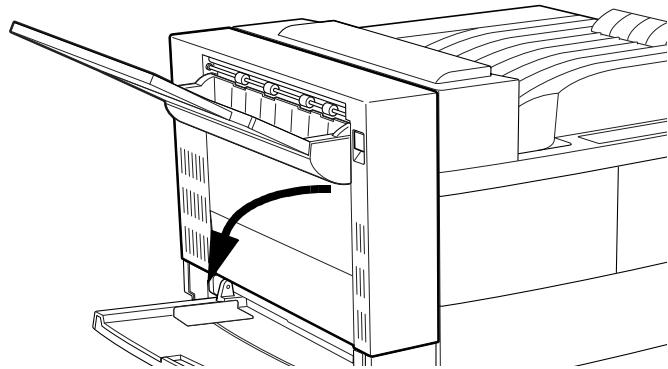
▲ **Caution:** *Media that hasn't fully passed through the fuser contains unfused toner that can dirty your hands, clothes, or any thing else it gets on. If you accidentally get toner on your hands, wash them in cool water. If you accidentally get toner on your clothes, lightly dust them off as much as possible. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off, provided your clothing is washable.*



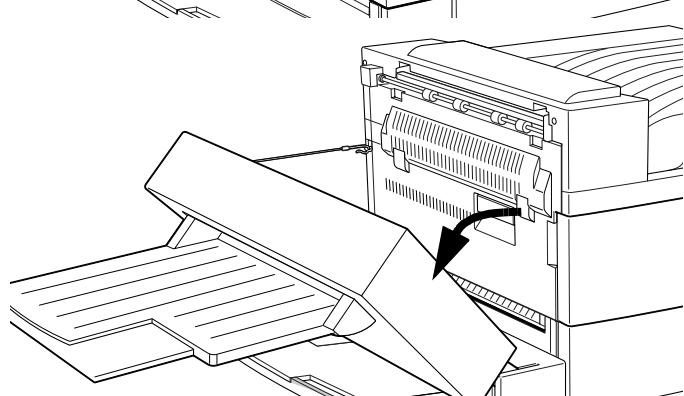
- 4 Close the upper-left door and the duplexer.
- 5 Reattach the face-up tray.

Input Jams - High-Capacity Input Feeder and Duplexer 

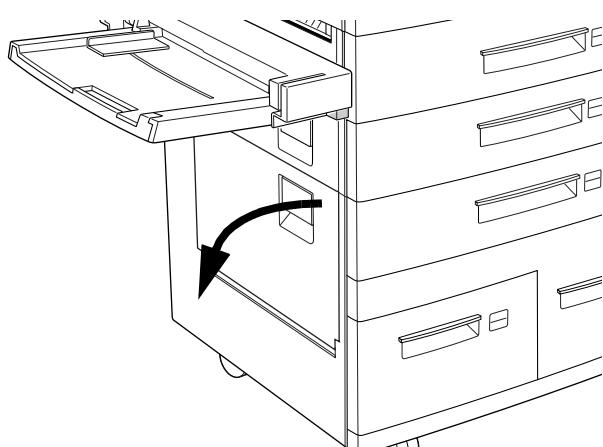
- 1 Open the duplexer.



- 2 Open the upper-left door.

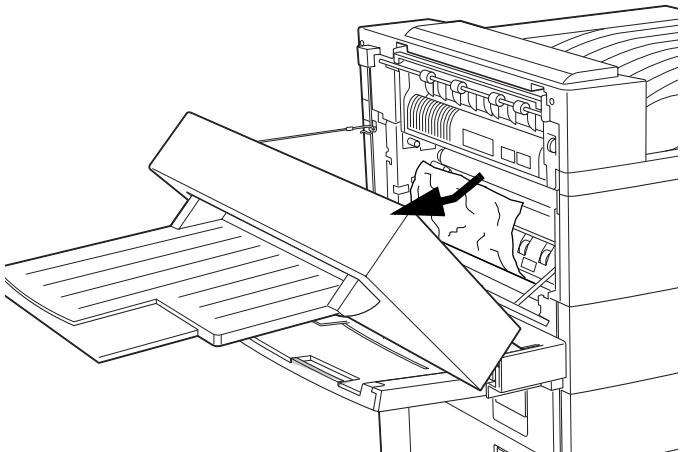


- 3 Open the lower-left door.

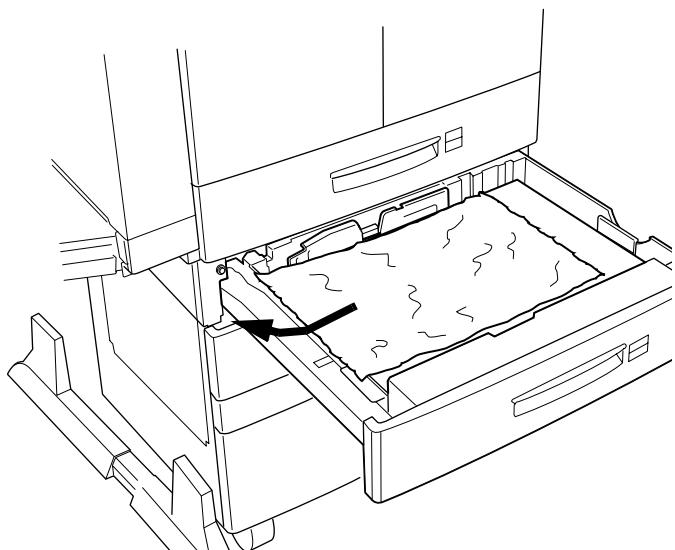


4 Remove any jammed media shown.

- a If the media is jammed at the upper-left cover, pull it out in the direction of the arrow.

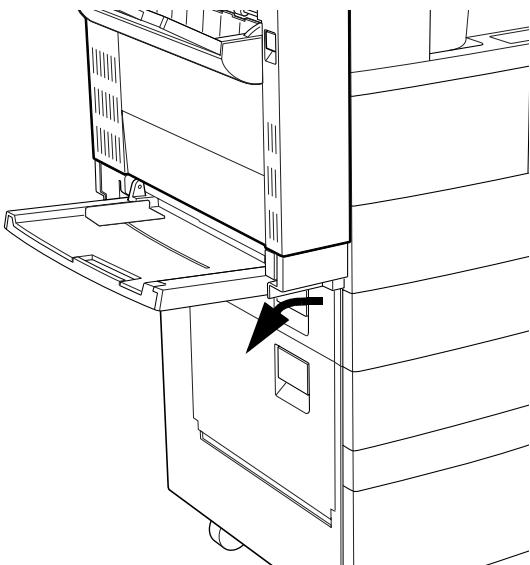


- b If the media is jammed at tray 2, 3, or 5, pull out the tray and remove the jammed media in the direction of the arrow.

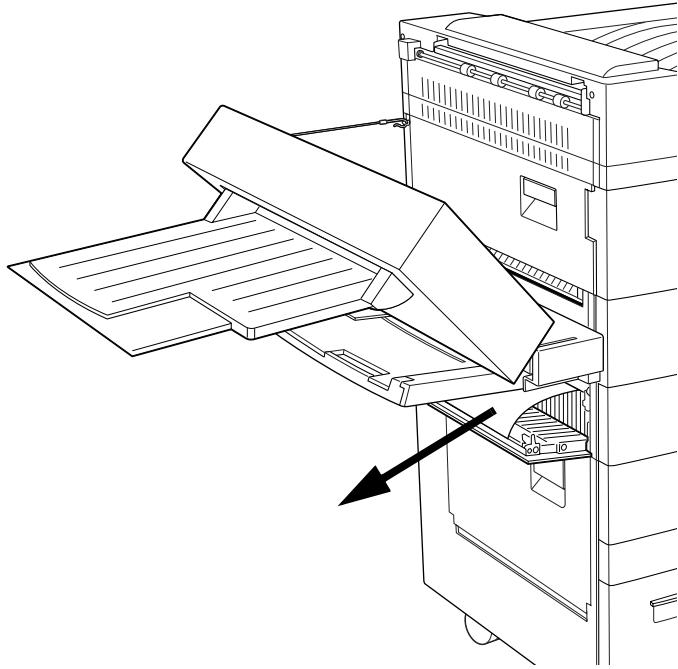


Removing Media Jams

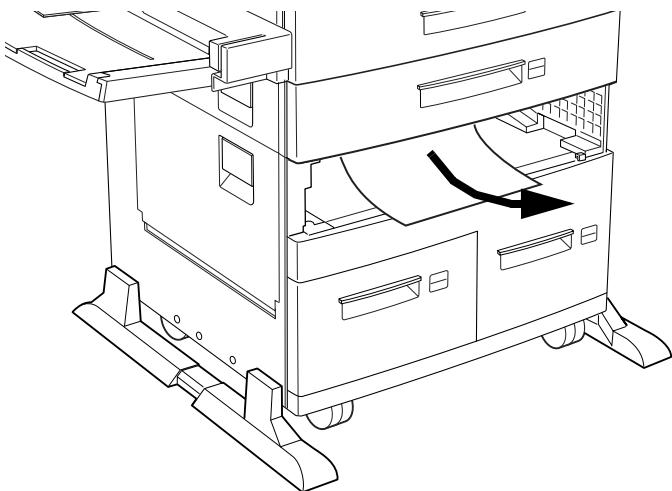
- c Open the door below the multipurpose tray to check for jammed media.



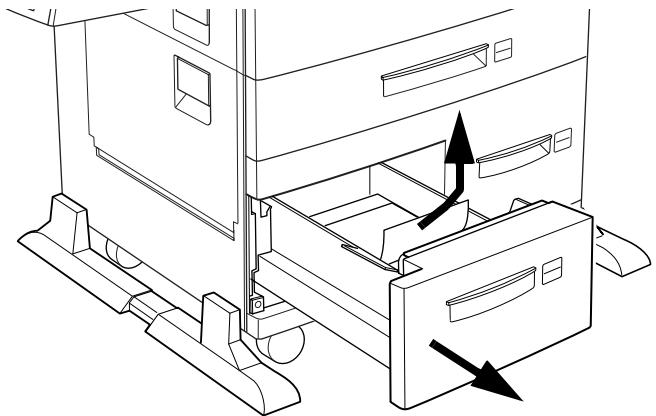
- d Pull out any jammed media.



- e If the media is jammed in the lower-right tray 7 of the high-capacity input feeder, pull out and remove tray 5 and remove any jammed media.

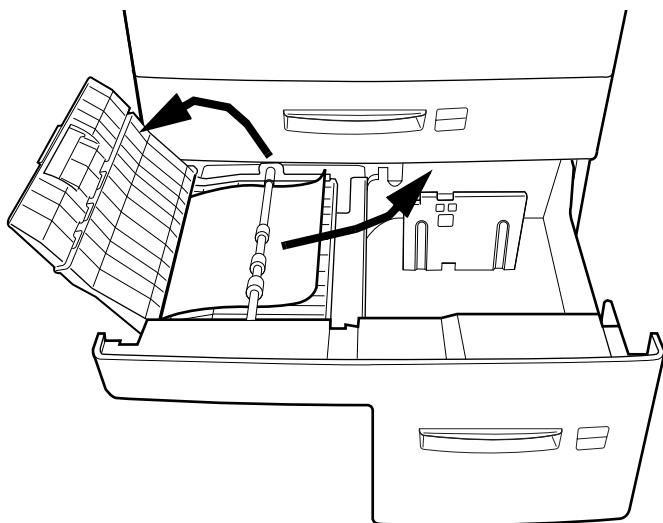


- f Pull out the lower-left tray 6 and remove any jammed media.



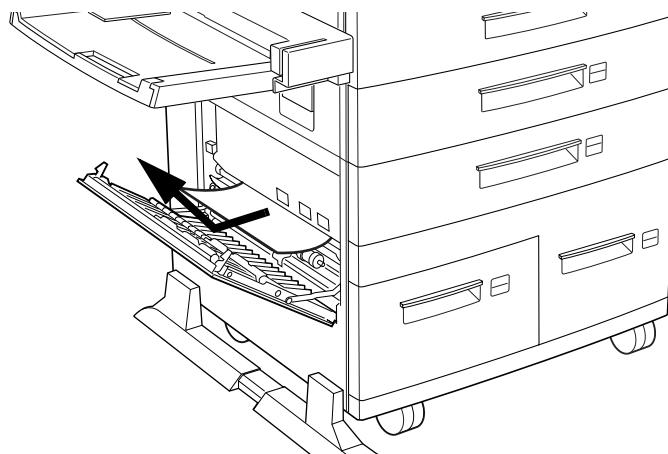
Removing Media Jams

g Pull out the lower-right tray 7, check the paper feed area and remove any jammed paper there.



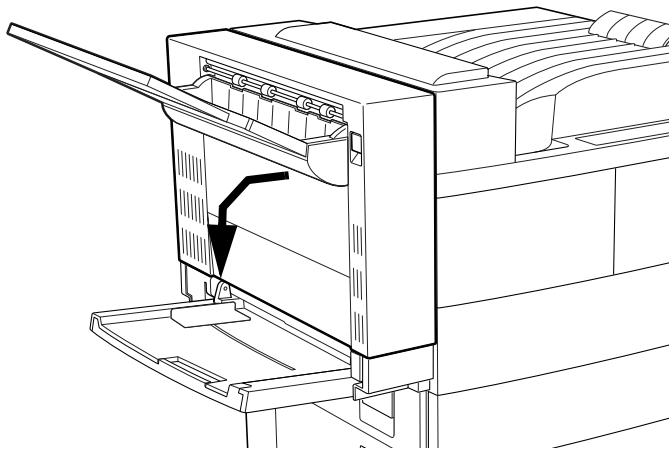
h If the media is jammed at the lower-left door, pull it out in the direction of the arrow.

5 Gently push in the input trays.
6 Close the lower-left and upper-left doors.

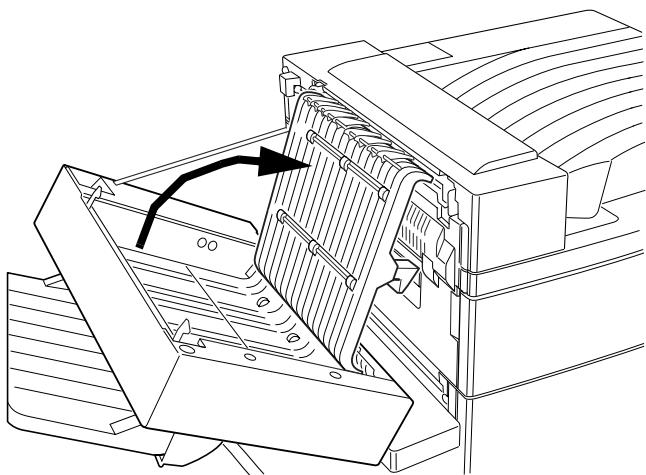


Duplexer Jams 

- 1 Pull on the latch to open the duplexer.

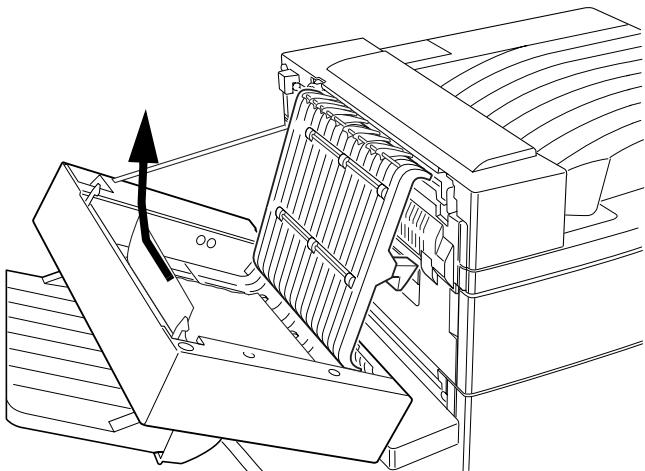


- 2 Open the cover inside of the duplexer.

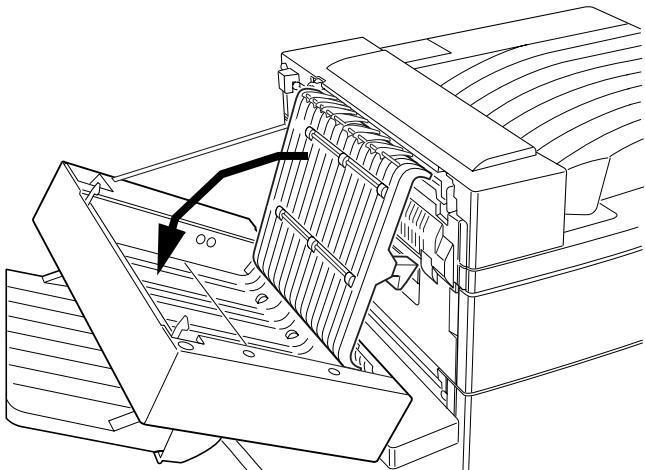


Removing Media Jams

- 3 Remove any media jam by pulling it out in the direction of the arrow.



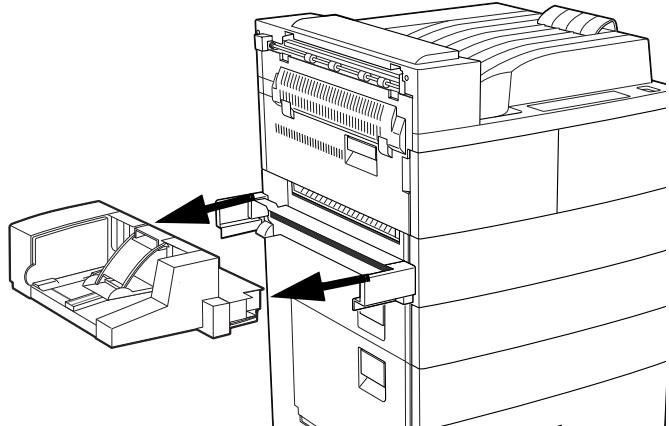
- 4 Close the inside cover, and then close the duplexer.



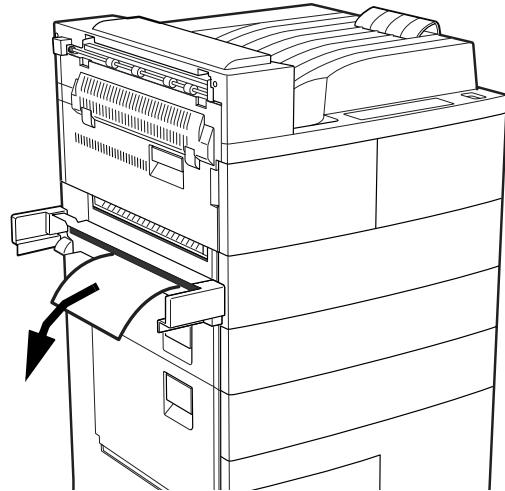
Envelope Feeder Jams

- » **Note:** When clearing jams from the envelope feeder you must reload envelopes to clear the jam message. Just opening the printer door will not clear the message.

- 1 Remove the envelope feeder.

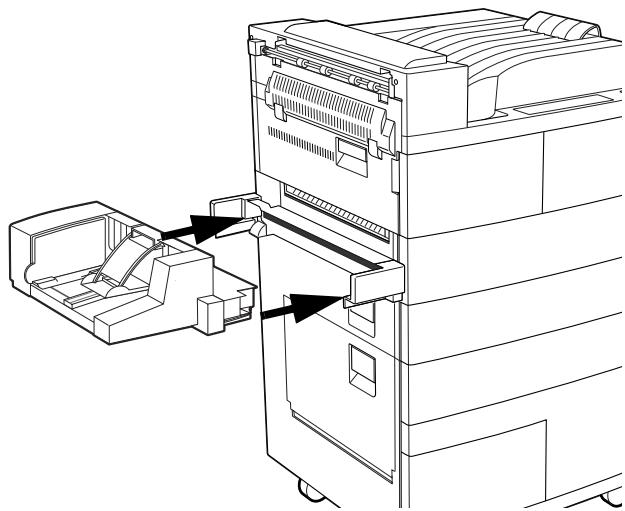


- 2 Remove any jammed envelopes found.



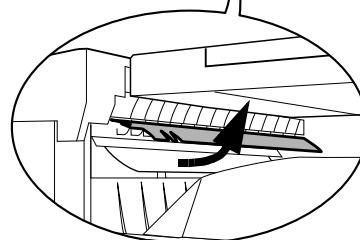
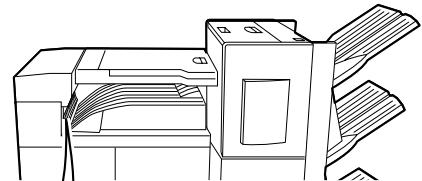
Removing Media Jams

- 3 Reinsert the envelope feeder.

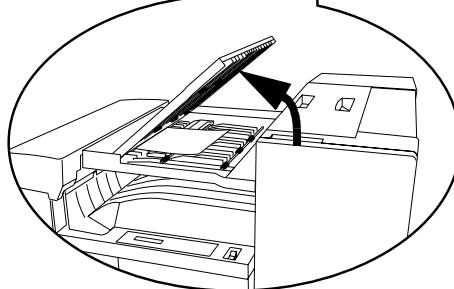
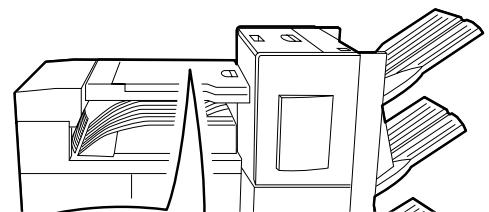


Jams at the High-Capacity Output Stacker 

- 1 If media is jammed at the docking cover, lift the handle and remove any jammed media.

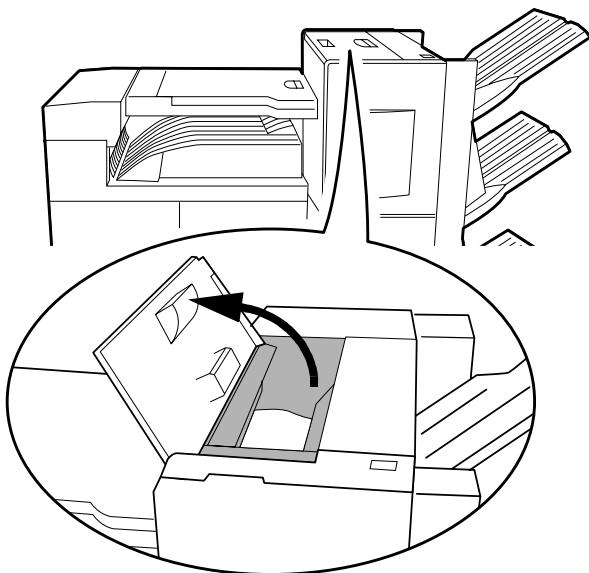


- 2 Open the cover of the media horizontal transport and remove any jammed media.

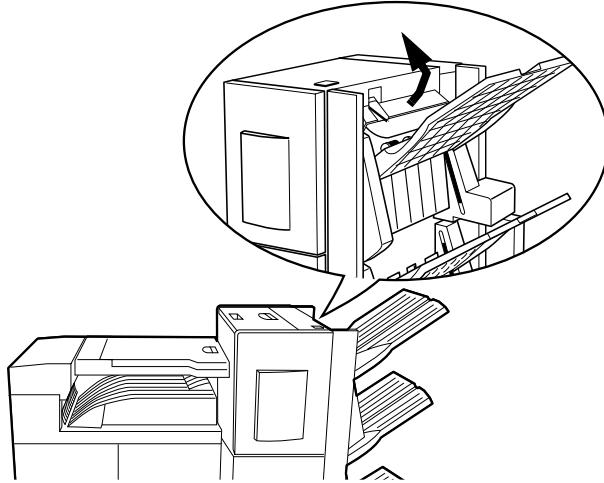


Removing Media Jams

- 3 Open the top cover of the stacker, and remove any jammed media.



- 4 Check jammed media at the output tray of the stacker, and remove any paper found there.



5

Troubleshooting Printer Problems

In This Chapter . . .

- “Status and Service Messages” on page 5-2
- “HP-GL Error Codes and PCL Error Codes” on page 5-13
- “Toner Cartridge Problems” on page 5-20
- “Control Panel Problems” on page 5-21
- “Windows Driver Problems” on page 5-23
- “CrownNet Problems” on page 5-23
- “Kanji Option Kit Problems” on page 5-24
- “Output Problems” on page 5-25
- “Reloading System Software” on page 5-32

Introduction

This chapter provides information to aid you in resolving printer problems you may encounter, or at least guide you to the proper sources for help. You'll find in this chapter tables of common status messages, a problem checklist, and actions you should take when a specific problem occurs. There are step-by-step instructions for removing media jams from key locations along the media path, as well as descriptions of common print quality problems with corresponding solutions. You'll also find the information you'll need to have before placing a service call if one becomes necessary.

Status and Service Messages

Status and service messages are displayed in the control panel message window. They provide information about your printer and help you locate many problems. When the condition associated with a displayed message has changed, the message is cleared from the window.

Status Messages

- » **Note:** *Status messages are not displayed while the printer is off line.*

| This status message... | means... | Do this... |
|-------------------------------|--|-------------------|
| ACC ALREADY DISABLED | The accounting option selected is now in effect. | No action needed. |
| ACC ALREADY ENABLED | The accounting option selected is now in effect. | No action needed. |
| ACC DISABLED | The accounting option selected is now in effect. | No action needed. |
| ACC ENABLED | The accounting option selected is now in effect. | No action needed. |

| This status message... | means... | Do this... |
|--|--|---|
| ACC FILES GOT REMOVED | The accounting option is disabled and the accounting files are empty. After a reset, the files are removed. This prevents you from wasting disk space with empty accounting files. | No action needed. |
| ACC JOB FILE FULL ACC PAPER FILE FULL | The job or paper file is full. | If you want accounting enabled, copy the job accounting and paper accounting files to floppy disk(s), or transfer them to your host computer using ftp (if available). Then reset the accounting files so that new jobs can be accepted. If you don't want to use accounting, you can disable it. |
| ACC FILE 95% FULL ACC FILE 90% FULL ACC FILE 85% FULL ACC FILE 80% FULL | The Job Accounting File is 80, 85, 90, or 95% full. | See ACC JOB FILE FULL message for action needed. |
| ACC FILES NOT EMPTY, CANNOT SHRINK, KEEPING OLD SIZE | The Job Accounting file can be reduced in size only after a reset when the file is empty. | No action needed. |
| x ACTIVE JOBS | The printer is on line. (x identifies the number of jobs in process.) | No action needed. |

Status and Service Messages

| This status message... | means... | Do this... |
|----------------------------------|---|---|
| ADJUST <i>INPUTBIN</i> BIN | The specified tray is not inserted correctly. | Adjust the tray. |
| CALL FOR SERVICE ENGINE ERROR | An error has been detected with the item indicated in the service message. | Correction of these errors is performed by qualified QMS service personnel only. Contact your QMS vendor. |
| CANCEL JOB | The Cancel key has been pressed, and one or more of the print jobs in the print queue are being canceled. | Press Select and the oldest job in the print queue will be canceled. |
| CANCEL ALL JOBS | The Cancel key has been pressed, and one or more of the print jobs in the print queue are being canceled. | Press Select for all jobs with a printing, interpreting, spooled, or terminating status to be completely removed from the system. |
| CLOSE DUPLEXER | The duplexer is open. | Close the duplexer. |
| CLOSE ENGINE # DOOR | The specified door is open and must be closed. | Close the door. |
| CLOSE ENGINE DOOR (S) | One or more of the front or side doors is open and must be closed. | Close the front or side doors. |
| CLOSE FINISHER # DOOR | The specified door is open and must be closed. | Close the door. |

| This status message... | means... | Do this... |
|---|--|--|
| CLOSE FINISHER DOOR (S) | One or more of the finisher doors is open and must be closed. | Close the finisher doors. |
| CREATED FILE | The accounting file has been created. | No action needed. |
| CREATING XXXXXXXXXXXX FILE, PLEASE WAIT | The specified accounting file is created when accounting is enabled and the files are not in existence or these files are created following a Reset Accounting. (XXXXXXXXXXXX represents the Job Accounting or Paper Accounting file.) | Wait. No other action needed. |
| DUPLEX JAM | Media is jammed in the duplexer. | Remove the jam. |
| END JOB | The Cancel key has been pressed. | Press Select to provide an end-of-job indicator for a print job that does not have one |
| EXTENDED ACCOUNTING FILE SIZE | The size of the non-empty accounting file has been increased successfully. | No action needed. |
| ENERGY SAVER | The printer has gone into energy saver mode. | Resume normal printing or press the menu button twice. |
| ENVELOPE TRAY NOT INSTALLED | You have tried to print to the envelope tray and it's not there. | Install the envelope tray or use the multipurpose tray. |
| TONER CARTRIDGE | The toner cartridge needs replacing. | Replace the toner cartridge. |

Status and Service Messages

| This status message... | means... | Do this... |
|------------------------------------|--|---|
| TONER CARTRIDGE FAILURE WARNING | The toner cartridge needs replacing as soon as possible. | Replace the toner cartridge. |
| EXTENDED ACCOUNTING FILE SIZE | The size of the non-empty accounting file has been increased successfully. | No action needed. |
| FINISHER JAM | Media has jammed in the high-capacity output stacker (HCOS). | Remove the jam. |
| FINISHER MECH. # | There is a mechanical problem with the HCOS. | Correction of these errors is performed by qualified QMS service personnel only. Contact your QMS vendor. |
| FINISHER MECHANICAL FAILURE | There is a mechanical problem with the HCOS. | Correction of these errors is performed by qualified QMS service personnel only. Contact your QMS vendor. |
| FUSER JAM | Media has jammed while moving through the fuser. | Remove the jam. |
| IDLE | The printer is on line, but no jobs are in process. | No action needed. |
| INITIALIZING | The printer is warming up and getting ready to go on line. | Wait. No other action needed. |
| INPUT IDLE PRINTING | The printer is on line and printing jobs already in the queue. No new jobs are arriving at the communication interfaces. | No action needed. |

| This status message... | means... | Do this... |
|---|---|--|
| INPUT BIN JAM | Media has jammed while being pulled from the specified tray. | Clear the jam from the specified tray. |
| INPUT JAM <i>INPUTBIN</i> BIN | Media has jammed while being pulled from the specified tray. <i>INPUTBIN</i> is the empty tray. | Clear the jam from the specified tray. |
| MULTIPURPOSE TRAY NOT INSTALLED | You have tried to print to the multipurpose tray and it's not there. | Install the multipurpose tray or use the another tray. |
| OUTPUT BIN FULL | The output bin is full. | Empty the output bin. |
| OUTPUT JAM | Media has jammed in the output bin. | Remove the jam. |
| PAPER MISMATCH | The paper size specified in the print job is not in the tray selected. | Make sure the tray selected and the paper size match. |
| PRINTING STATUS | A status page is printing. | Wait until after the status page prints, and the message clears. |
| PUT <i>SIZE</i> PAPER IN <i>INPUTBIN</i> BIN | The Operator Control/Chain Inputbins is set to Off and the displayed tray is empty. Refill it with the specified size media. <i>SIZE</i> is the media size detected by the engine, and <i>INPUTBIN</i> is the empty tray. | Refill the tray with the specified size media. |
| PUT <i>SIZE</i> TRANS IN <i>INPUTBIN</i> BIN | The transparency bin is empty. | Put more transparencies in. |
| PUT PAPER IN INPUT BIN | The input trays are empty. | Refill the trays. |

Status and Service Messages

| This status message... | means... | Do this... |
|---|---|---|
| PUT THICK <i>SIZE</i> IN <i>INPUTBIN</i> BIN | The tray using thick stock or letterhead is empty. <i>SIZE</i> is the media size detected by the engine, and <i>INPUTBIN</i> is the empty tray. | Refill the tray |
| PUT THICK STOCK IN INPUT BIN | The tray using thick stock or letterhead is empty. | Refill the tray |
| PUT TRANSPARENCY IN INPUT BIN | The tray using transparencies is empty. | Refill the tray. |
| RESETTING ACCOUNTING | The reset accounting operation is in process. | No action needed. |
| SERVICE CALL # | An error has been detected with the item indicated in the service message. | Correction of these errors is performed by qualified QMS service personnel only. Contact your QMS vendor. |
| STAPLE CARTRIDGE NOT INSTALLED | The staple cartridge is empty or has not been replaced after refilling. | Refill or replace the cartridge. |
| TONER LOW | The toner is low. You can set the printer to continue or stop printing at this message. There is enough toner left to approximately 300 pages before the printer stops. | Redistribute the toner in the cartridge, or replace the cartridge. |
| TONER OUT | The toner is out. The printer stops. | Replace the toner cartridge. |
| TRANSPORT JAM | Media is jammed between the paper trays and the exit. | Open the covers and remove the jammed paper. |

| This status message... | means... | Do this... |
|-----------------------------------|---|--|
| WAITING FOR IDLE | An active job is in process. Access to the menu is not allowed until the job is finished. | Wait until the print job is finished and the printer goes idle. |
| WAITING ON INPUT END JOB? | The compiler is waiting on incoming data for the first job in the queue. The job may not have an end-of-job indicator and therefore cannot end. The message clears if more input arrives from the port or if you press the Cancel key. No other jobs can be printed until this job has ended. | Wait until the job is finished and the printer goes idle to access the configuration menu. |
| WARMING UP | The printer is warming up after it has been turned on or returned from energy saver mode. | Wait. No other action needed. |

Service Messages

Service calls should be placed to the vendor from whom you purchased the printer. If you cannot get service from your vendor, see appendix A, "QMS Customer Support," for more information.

- » **Note:** *A service message sometimes occurs as a result of an unusual combination of events, not because of an actual problem. When the printer stops and a service message displays in the message window, turn the printer off and then back on. This often clears the service message indicator, and printer operation resumes. Always try this before making a service call.*

| This service message... | Means... |
|--------------------------------|--|
| SERVICE CALL MEMORY-04 | Malfunction of built-in RAM, read/write is detected |
| SERVICE CALL MEMORY-06 | Nonvolatile memory is broken down |
| SERVICE CALL MEMORY-10 | Malfunction of nonvolatile memory, read/write is detected |
| SERVICE CALL FUSER-02 | A timing error is detected in fuser. |
| SERVICE CALL FUSER-04 | Fuser temperature reaches 250° or more. |
| SERVICE CALL FUSER-06 | Temperature thermistor disconnection is detected. |
| SERVICE CALL FUSER-15 | Fuser fan failure is detected. |
| SERVICE CALL ROS-02 | ROS ASIC failure is detected. |
| SERVICE CALL ROS-06 | BD signal transmission interval is longer than a specified value. |
| SERVICE CALL ROS-10 | BD signal transmission interval is shorter than a specified value. |
| SERVICE CALL ROS-12 | ROS motor revolution failure is detected. |
| SERVICE CALL LVPS FAN-06 | LVPS fan failure is detected. |
| SERVICE CALL LVPS FAN-02 | Main motor revolution failure is detected. |
| FINISHER MECH. STACKER-02 | Finisher stacker tray 1 failure occurs. |

| This service message... | Means... |
|--------------------------------|---|
| FINISHER MECH. STACKER-04 | Finisher stacker tray 2 failure occurs. |
| FINISHER MECH. STACKER-06 | Finisher stacker tray 3 failure occurs. |
| FINISHER MECH. U. LIMIT-02 | Finisher stacker tray 1 upper limit switch is on. |
| FINISHER MECH. U. LIMIT-04 | Finisher stacker tray 2 upper limit switch is on. |
| FINISHER MECH. U. LIMIT-06 | Finisher stacker tray 3 upper limit switch is on. |
| FINISHER MECH. L. LIMIT-02 | Finisher stacker tray 1 lowerlimit switch is on. |
| FINISHER MECH. L. LIMIT-04 | Finisher stacker tray 2 lowerlimit switch is on. |
| FINISHER MECH. L. LIMIT-06 | Finisher stacker tray 3 lowerlimit switch is on. |
| FINISHER MECH. FAILURE-02 | Finisher mechanical failure occurs. |
| FINISHER MECH. FAILURE-04 | Finisher mechanical failure occurs. |
| FINISHER MECH. FAILURE-06 | Finisher mechanical failure occurs. |
| FINISHER MECH. FAILURE-10 | Finisher mechanical failure occurs. |
| FINISHER MECH. FAILURE-12 | Finisher mechanical failure occurs. |
| FINISHER MECH. FAILURE-14 | Finisher mechanical failure occurs. |
| FINISHER MECH. STAPLING-02 | Mechanical failure stapling operation. |

**Status and Service
Messages**

| This service message... | Means... |
|--------------------------------|--|
| FINISHER MECH. STAPLING-04 | Mechanical failure stapling operation. |
| FINISHER MECH. STAPLING-06 | Mechanical failure stapling operation. |
| FINISHER MECH. STAPLING-10 | Mechanical failure stapling operation. |
| FINISHER MECH. STAPLING-12 | Mechanical failure stapling operation. |
| FINISHER MECH. STAPLING-14 | Mechanical failure stapling operation. |
| FINISHER MECH. STAPLING-15 | Mechanical failure stapling operation. |
| FINISHER MECH. OBSTACLE-02 | Obstacle below stacker elevator. |
| FINISHER MECH. OBSTACLE-04 | Obstacle below stacker tray 1. |

HP-GL Error Codes and PCL Error Codes

The following tables list error codes that could appear on the printer message window when running the HP-GL or PCL emulation.

| HP-GL Error Codes | Description | PCL Error Codes | Description |
|------------------------------|---|----------------------------|--------------------------------|
| 0 | Not enough memory for job. | 0 | Not enough memory for job. |
| 1 | Too many transformations. | 1 | State lost. |
| 2 | Math error. | 2 | Math error. |
| 3 | Job aborted. | 3 | Job aborted. |
| 4 | Instruction not recognized. | 4 | Out of memory for macros. |
| 5 | Wrong number of parameters. | 5 | Disk full. Cannot store fonts. |
| 6 | Out of range parameter, or illegal character. | 6 - 13 | Internal error 1 - 8. |
| 7 | Not used. | | |
| 8 | Unknown character set. | | |
| 9 | Position overflow. | | |
| 10 | Buffer overflow. | | |
| 11 | Not used. | | |

Testing PC-Printer Communication

To test communication between your printer and your PC, first create a short file that ejects a page from the printer. Then send the file to the printer.

Creating the Test File

To create the test file, type the following commands at the DOS prompt:

```
copy con printest.ps↵
showpage↵
^D^Z↵
```

(All commands above except the DOS **copy** command are case sensitive and must be typed exactly as shown.) Showpage is a PostScript command that prints a blank page. The ↵ symbol means to press the Enter key. To produce the ^D and ^Z, press and hold down the Ctrl key while you type the appropriate letters (d and z). These characters signify the end of the file and must always be included.

Sending the Test File

Parallel Communication

1 To send the PRINTEST.PS file (you just created) to the printer, type

```
copy /b printest.ps lpt#↵
```

where # is the port number (1 to 3).

» *Note: If the computer has more than one parallel port, they're probably labeled. If not, check the computer documentation for the LPT port names.*

2 If the printer and PC are communicating, a blank page ejects from the printer.

If a blank page doesn't eject and you typed the file correctly, you may want to check your AUTOEXEC.BAT file to see if LPT1 (the parallel port) is being directed to COM1 (the serial port):

a If the AUTOEXEC.BAT file contains the line

```
MODE LPT1:=COM1 :
```

delete it.

- b Then type

```
MODE LPT1: , ,P↓
```

The "P" represents infinite retry and it tells the PC to send print jobs until the printer accepts them.

- c Restart the PC and retry the communication test.

Refer to your DOS documentation for more information.

Serial Communication

1 To send the PRINTEST.PS file you just created to the printer, type

```
copy /b printest.ps com#↓
```

where # is the port number (1 to 4).

» **Note:** If the PC has more than one serial port, they're probably labeled. If not, check the PC's documentation for the COM port names.

2 If the printer and PC are communicating, a blank page ejects from the printer.

If a blank page doesn't eject and you typed the file correctly, you may want to check your AUTOEXEC.BAT file in DOS to make sure that the printer's serial port settings match those of the PC.

- a Look for a command line like this in your AUTOEXEC.BAT file:

```
MODE COM1: 9600 ,N ,8 ,1 ,P↓
```

In this example, the serial port settings are 9600 for baud rate, N (no) parity, 8 data bits, and 1 stop bit. The "P" stands for infinite retry.

» **Note:** If the **mode** statement isn't in your AUTOEXEC.BAT file, you may temporarily set these parameters at the DOS prompt to continue this test by typing the **mode** statement as shown above. To make this setting permanent, you'll need to add this statement to your AUTOEXEC.BAT file.

- b Restart the PC, and then check the start-up page, which prints when you turn on the printer (unless you disabled it). This tells you the current serial port settings for the printer.
- c If the serial settings (baud rate, parity, data bits, and stop bits) shown on the start-up page match those in your AUTOEXEC.BAT file, you need make no further changes.

If the printer's serial port settings are different from your PC's settings, use the printer control panel, as described in the following section, "Changing Serial Settings," to make them match.

Changing Serial Settings

Since your printer is configured at the factory for the most typical printing environments, the serial settings in your AUTOEXEC.BAT file and on the start-up page should be the same. However, if they differ, you must configure the printer to use the serial settings specified in the AUTOEXEC.BAT file. Use the information in the following table.

| Press this key... | to... | The message window reads... |
|--------------------------|--|-----------------------------------|
| Online/ Offline | Turn off the Ready indicator and enable printer configuration. | IDLE |
| Menu | Access the configuration menu. | CONFIGURATION OPERATOR CONTROL |
| Next | Advance to the Administration menu. | CONFIGURATION ADMINISTRATION |
| Select | Access the Administration menu. | ADMINISTRATION COMMUNICATIONS |
| Select | Access the Communications menu. | COMMUNICATIONS TIMEOUTS |
| Next | Advance to the Serial menu. | COMMUNICATIONS SERIAL |
| Select | Access the Serial menu. | SERIAL MODE |
| Next (one or more times) | Advance to the Baud Rate menu. | SERIAL BAUD RATE |
| Select | Access the Baud Rate menu. | BAUD RATE *9600 |

| Press this key... | to... | The message window reads... |
|---------------------------------|-----------------------------------|-----------------------------|
| Next (one or more times) | Advance to the correct baud rate. | BAUD RATE # |
| Select | Select the displayed baud rate. | # IS SELECTED |
| | | SERIAL BAUD RATE |

» **Note:** If you need to change other settings, press the **Next** key to access the appropriate menu option, and then return to the point where you press the **Select** key to access the Administration menu and select the new settings.

| | | |
|------------------------|--|----------------------|
| Online/ Offline | Access the Save Changes option. | SAVE CHANGES? *NO |
| Next | Advance to the Yes option. | SAVE CHANGES? YES |
| Select | Save changes. | IDLE |
| Online/ Offline | Put the printer back on line (the Ready indicator lights). | IDLE |

Verifying the Serial Setting Changes

- 1 Turn the printer off and on again to produce a start-up page.
- 2 Compare the serial port settings listed on the start-up page to those in your AUTOEXEC.BAT file.
- 3 Try the communication test again.

If a blank page ejects from the printer, the printer and the PC are communicating. If a blank page doesn't eject and you typed the file correctly, refer to your DOS documentation for more information.

Testing Macintosh-Printer Communication

You can check communication between the printer selected in the Chooser and the Macintosh by sending a file to the printer from an application (see your application documentation for more information) or by printing a directory, as described here:

- 1 Display a disk or folder window.**
- 2 Set up page information.**
 - a From the File menu choose Page Setup.
 - b Select paper size, orientation, and other necessary options.
 - c Choose OK.
- 3 Print a directory or a window.**
 - a From the File menu choose Print Directory or Print Window. A dialog box appears.
 - b Select the printing options you want, and then choose OK.

Printer Problem Checklist

This section contains a list of possible printer problems and solutions. If you've just installed your printer, be sure you've followed the steps in the *Quick Setup Guide* and in chapter 2, "Setting Up Your Printer," in the *Getting Started* manual.

If there is no status message in the control panel message window, use the following steps to identify the source of your problem and to learn of possible solutions:

- 1 Does the printer power light come on?**

YES - Go to number 2.

NO - Check the following:

- Is power supplied to the AC outlet.

- Is the power cord plugged securely into both the power outlet and the printer? Check the power cord connection.
- Is the printer power switch in the On position (pushed in)?
- Is the power outlet working?
- Does the line voltage from the power outlet match the printer's power requirements? See appendix B, "Technical Specifications," in the *Reference* manual.

2 Can you print a status page?

YES - Go to question 3.

NO - Check the following:

- Is the printer off line before you try to enter the Administration/Special Pages/Print Status menu? It should be.
- Does the tray have paper? If it is out of paper, the PAPER OUT message displays and the Error indicator lights.
- Are all the printer covers closed securely?
- Is there a media jam? If a paper jam message displays and the Error indicator lights, see chapter 4, "Media Jams," for information on clearing media jams.

3 Is the printer receiving data from the computer?

If the Data indicator blinks after a file is sent, the printer is receiving the data. If not, check the following:

- Is the printer on line? The online indicator should be on and the message window should display IDLE.
- Has the emulation been changed from ESP to an emulation that doesn't match the file you are sending. See chapter 2, "Printer Configuration," in the *Reference* manual.
- Print a status page from the control panel. If you are using the serial interface, is the baud rate (speed of data transmission) of the printer, the computer, and your software application the same? See chapter 2, "Printer Configuration," in the *Reference* manual.
- If you still cannot identify the problem, contact your QMS vendor.

4 Is the printer printing codes or not printing at all when in ESP mode?

- Reconfigure the port to the specific printer emulation of the file you are trying to print. See chapter 2, “Printer Configuration,” in the *Reference* manual for instructions.
- If a PostScript file prints PostScript statements while the printer is in ESP mode, increase the ESP timeout. See chapter 2, “Printer Configuration,” in the *Reference* manual for instructions.
- If you continue to have problems with the ESP mode selecting the appropriate printer emulation, contact your QMS vendor.

Toner Cartridge Problems

The toner cartridge is extremely sensitive to bright light and direct sunlight. Always leave it in its protective bag until you are ready to install it. Any exposure to light should be limited to two minutes. If you suspect the cartridge is damaged due to exposure to light, put the it in a dark place to recover. Depending on the amount of exposure, recovery may take up to two hours. Recovery time is dependent on the amount of exposure sustained, and recovery is not guaranteed.

Control Panel Problems

Data Indicator Stays Lit

If the printer has warmed up and the Data indicator stays on, two problems may exist. If you are downloading additional typefaces, too many can overload the printer's memory, causing the printer to reset and lose information previously downloaded to RAM. Make sure you have enough printer memory.

On a LocalTalk network, Macintosh computers sometimes interfere with each other. If this happens often, reinstall the LaserWriter and Laser Prep files, which reset the printer. If neither of these is the problem, place a service call to your QMS vendor.

No Advanced Status Page

If your printer prints a standard status page even though you've configured the printer in the Administration/Special Pages/Status Page Type menu to print an advanced status page, your printer probably doesn't have enough free memory available. To print an advanced status page you may need to reduce the amount of memory assigned to one or more of the memory clients or add more memory (see the "Memory" section in chapter 3, "Additional Technical Information," in the *Reference* manual for information about memory clients).

No Start-up Page

If the Ready indicator is on, but no start-up page prints, check the following:

1 Has the start-up page been disabled?

Use the control panel to make sure the start-up page is enabled.

2 Did you wait long enough? From a cold start, the printer takes approximately 2-3 minutes to warm up.

Be sure you wait long enough for a start-up page before suspecting a problem.

3 Check that the paper trays are loaded with paper, in place and secure.

4 Check for a media jam.

5 Make sure a toner cartridge is installed.

If you still have not solved the problem, you need to call your QMS vendor for help. See "Placing a Service Call" on page 5-35 for information on how to contact your QMS vendor.

Paper Jam Message Stays On

If a PAPER JAM message stays on, open the printer and clear the jam. If the message is still there, try opening and closing the doors of the printer again. See the preceding chapter on clearing media jams for more information.

Printer Resets

Occasionally, Macintosh applications interfere with each other. Applications send a printer prep file to the printer at the beginning of each document. Other prep files cannot be sent without resetting the printer. Monitor your activities to see if there is a correlation between your use of a certain application and the printer resetting. If so, contact the application developer.

Downloading too many typefaces can overload the printer memory and cause the printer to reset to default. Additional memory (RAM), which can be used for font storage, is available and easily installed. Contact your QMS vendor for information on RAM upgrades.

If the printer resets in other circumstances, you should call your QMS vendor for service.

PostScript Errors

If your printer is having trouble printing when using PostScript emulation, you should turn on the Error Handler in the control panel menu. Error Handler is a diagnostic tool that identifies PostScript errors encountered during a print job.

| | |
|----------------|---|
| Menu | Administration/Startup Options/Do Error Handler |
| Choices | Yes—Load the Error Handler. No—Don't load the Error Handler. |
| Default | No |

| | |
|--------------|---|
| Notes | Refer to the <i>PostScript Language Reference Manual</i> (Adobe Systems Incorporated, Reading, PA: Addison-Wesley, 1990, ISBN 0-201-18127-4) for information on PostScript errors. You must reboot the printer after turning on the error handler. |
|--------------|---|

Windows Driver Problems

Printer Description Files

If you experience problems either when installing or using printer description files on a PC, see “Notes on Installing Printer Description Files” in chapter 5, “Troubleshooting Setup,” in the *Getting Started* manual.

CrownNet Problems

If you have trouble installing and setting up your QMS CrownNet interface, check the following:

- If the printer requires a network interface card, is it correctly installed in the printer?
- Is the printer connected to the network?
- Is the printer plugged in, turned on, and correctly configured?
- Do the printer start-up and status pages list the interface? Is the configuration information correct?
- Is the interface enabled?
- Is the appropriate protocol (or protocols) enabled?
- Are all printer and protocol addresses configured correctly?

Kanji Option Kit Problems

Use the information in this section to locate and solve problems that may arise when installing and using the Kanji option kit.

Can't Download Kanji Fonts

- Are you attempting to download Kanji TrueType fonts using the PS Executive Series Utilities?

This utility cannot be used to download Kanji TrueType fonts. See your Kanji TrueType font software documentation for information on how to download these fonts.

- Did the printer run out of memory while downloading Kanji fonts?

If you experience memory problems when downloading Kanji fonts, then you can do one of the following to increase printer memory:

- Add more printer memory.
- Decrease the number of fonts that you are downloading. When downloading a large number of fonts, packet them in smaller groups for downloading. (For example, instead of downloading 4 fonts at one time, download 2).
- Are you getting the following message:

The Resolution of this PostScript Device Exceeds the Maximum Resolution Specified in the Licensing Agreement.

It is possible to get this message when attempting to download Adobe Type Library or Morisawa Type Library Kanji fonts without first downloading the JFont-Prep file.

If you get this message, you must first download the JFontPrep file.

Can't Access Kanji Fonts

- Does the start-up page indicate that the Kanji internal IDE hard disk is on line?

When this disk is on line, Japanese fonts print in the lower half of the start-up page. If not, check that the disk is installed correctly and that the disk is not damaged.

- Does your application support Japanese fonts?

You should be able to select these fonts if the application supports them.

- Did you inadvertently initialize or reformat the Kanji internal IDE hard disk?

If so, contact your QMS vendor. See appendix A, "QMS Customer Support," for product sales and service information.

- Did you correctly configure the printer?

See the *Options* manual for complete printer configuration information.

Can't Access the Kanji File Through Your Application

- If you are using Windows, ensure that the Japanese version of the Windows driver is installed?

Double-click the Windows control panel icon, double-click Printers, choose your Windows driver, click Setup, and then click About. Check that you are using the QMS Windows 3.1J driver.

- If you are using a Macintosh, ensure that the system is KanjiTalk, and the appropriate Kanji screen fonts are installed.

The two Morisawa screen fonts are included on your Macintosh system disk. The four Typebank screen fonts are included on the Macintosh bitmapped screen fonts disk that comes with the Kanji Option Kit.

Output Problems

1200x1200 dpi Printing Unavailable

- The amount of RAM installed in your printer governs which resolutions can be used with each media size. Check the start-up page to make sure the printer has enough RAM installed. See chapter 2, "Memory, TOD Clock, and System Software," in the *Options* manual for information on installing additional RAM.
- If you have enough RAM installed, and you have configured the printer from the control panel to print at 600x600, 1200x1200 dpi resolution (Administration/

Engine/Def Resolution menu) but the printer continues printing at a lower resolution, you may need additional memory allocated to the frame buffer.

To allocate the correct amount of memory, use the Admin/Memory menu to choose the correct resolution and paper size for your printing. See chapter 2, "Printer Configuration," in the *Reference* manual for more information.

Blank Pages

If a blank start-up page ejects or blank pages come out during a printing job, try the following:

1 Check the toner cartridge.

The image does not print if the cartridge is empty.

2 If the toner cartridge is not empty and blank pages are ejecting, take the cartridge out, rock it from side to side, and reinstall it.

3 If this solution doesn't work, contact your QMS vendor to purchase another toner cartridge.

Not All Pages Print

If the printer stops printing in the middle of your file, try the following:

1 Check your cable.

You could have the wrong kind of cable, or your printer may not be configured for the correct cable and port.

2 Make sure no one pressed the Cancel key while your job was printing.

3 Check the message window to see if the tray you are using is out of media.

Print Quality Problems

Print quality problems are those related to the appearance of the pages you print. Print quality problems include white lines on the page, uneven blacks, and other print distortions.

First, refer to the appendix B, "Technical Specifications," in the *Reference* manual for recommended media types. If you are using recommended media and continue to have problems with the quality of your printed pages, try this quick-check procedure:

1 Check that you are using the correct type media.

See appendix B, "Technical Specifications," in the *Reference* for media specifications.

2 Check that there is enough toner in the printer whether or not the TONER LOW message is on.

Remove the toner cartridge and gently rock it from side to side to redistribute the toner. Then reinsert the cartridge and try printing again. The toner can settle, and this procedure redistributes the toner.

3 If, after rocking the toner cartridge, the print quality does not improve and/or the x TONER LOW message remains on, replace the toner cartridge.**4 Place a service call to your QMS vendor.**

Image Defects

The following list includes several image defects with possible solutions. Try the solutions in the sequence given. If the solutions listed don't solve the problem, place a service call to your QMS vendor. See the next section in this chapter, "Placing a Service Call."

General

Print quality problems are those related to the appearance of the pages you print. Print quality problems include white lines on the page, and other print distortions.

If you have problems with the quality of your printed pages, try the following:

- If the TONER LOW message is on and the printer continues to print, try distributing the toner to improve print quality. If the print quality does not improve, replace the toner cartridge.
- Remove the toner cartridge and rock it several times from side to side. The toner can settle, and this procedure redistributes the toner. Reinsert the cartridge and try printing again.
- Place a service call to your QMS vendor.

Specific

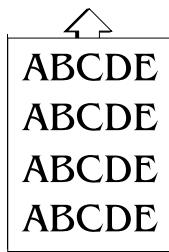
Listed below are several print quality problems with possible solutions. Try the solutions in the sequence given. If the solutions listed do not solve the problem, place a service call to your QMS vendor.

Solid Black Image



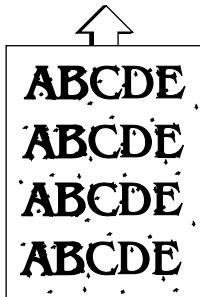
- 1 The toner cartridge may be defective. Remove it and install a new toner cartridge.
- 2 Your printer may need a service check. Contact your QMS vendor.

Printout Too Dark



- 1 Install a new toner cartridge.

Toner Smudges

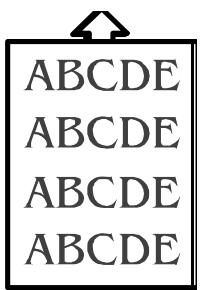


If the toner smudges are only on the front of the page, perform steps 1 and 2.

- 1 Remove the toner cartridge and rock it as you would when installing a new cartridge. This redistributes toner inside the cartridge. Then, reinstall the cartridge.
- 2 The toner cartridge may be defective. Install a new toner cartridge.

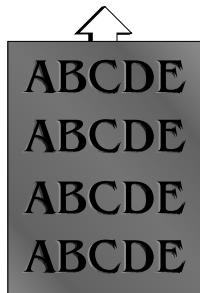
If toner smudges are also on the back of the page, the image transfer roller may be dirty. Open the printer once and close it again to clean the roller.

Printout Too Light



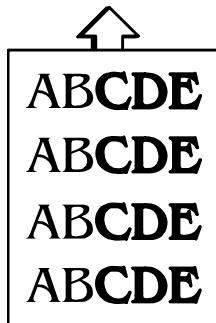
- 1 Remove the toner cartridge and rock it as you would when installing a new cartridge. This redistributes toner inside the cartridge. Then, reinstall the cartridge.
- 2 The toner cartridge may be defective. Install a new toner cartridge.

Blurred Background



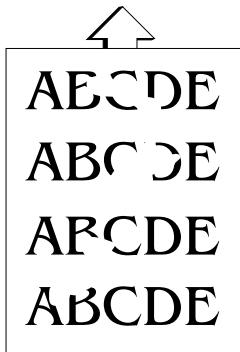
- 1 The toner cartridge may be defective. Install a new toner cartridge, if needed.

Uneven Print Density



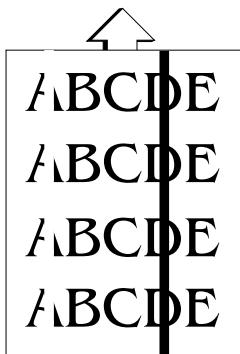
- 1 Remove the toner cartridge and rock it as you do before installing a new cartridge. This redistributes toner inside the cartridge. Reinstall the cartridge.
- 2 If step 1 does not solve the problem, install a new toner cartridge.

Irregular Print



- 1 The paper being used may have absorbed moisture (perhaps due to high humidity or having water spilled on the paper supply). Toner does not adhere well to paper at the positions where it has become wet. Replace the paper in the tray with dry paper, and retest for irregular print.

Vertical Streaking



- 1 The components inside the toner cartridge might be defective.
- 2 The toner cartridge may be defective. Install a new toner cartridge, if needed.

Reloading System Software

The system software in your QMS 3260/4032 Print System is stored in flash ROM, read-only memory that can be erased and rewritten to "in a flash." Updating system software allows you to take advantage of future enhancements to the printer.

Reloading the system software can also be a method of troubleshooting your printer when it has stopped working.

Contact QMS or your QMS vendor for information on obtaining new system software. See appendix A, "QMS Customer Support," for locations and telephone numbers. Also, the QMS website has an extensive database of FAQs (Frequently Asked Questions) that provide tips and procedures for your printer as well as all QMS products. Check the website at <http://www.qms.com/> for the latest information on your printer.

Reloading System Software to a Non-Working Printer

If your printer has quit working (the LCD display is blank) and you have exhausted all efforts to revive it using the procedures in this chapter then you should be able to reload the system software to revive your printer. You must contact QMS or your QMS vendor to obtain new system software.

Depending on the media that your new system software is stored, the procedure for sending the system software to the printer is basically the same as printing a document. You can download the system software from the QMS website after contacting our Customer Response Center, or the system software can be shipped to you on CD-ROM or diskettes. If you get diskettes use the following procedure to unzip the system software on the diskettes using a PC.

Decompressing the System Software from Diskettes

- » *Note: It is not necessary to decompress the system software if you downloaded it from the QMS website or received it on CD-ROM.*

- 1 **Switch to the MS-DOS prompt.**
- 2 **Create a new directory on your PC. Type**

X:\mkdir newdir↵

where *newdir* refers to the name of the new directory where your system software will be stored and *X:* is the hard drive designation.

3 Change to this directory. Type

X:\cd newdir

4 Insert the printer system software disk in your PC's 3.5" disk drive.

5 Type

X:\pkunzip x:\system

where *X* is the name of the disk drive in which you inserted the system software disk.

6 Follow the prompts in the MSDOS window.

They instruct you to insert the system software disks in the following order:

- a Last disk (system software disk 3)
- b Disk 1 (system software disk 1)
- c Disk 2 (system software disk 2)
- d Disk 3 (system software disk 3)

Downloading the System Software—Parallel

1 Turn the printer off.

2 Connect the printer to a PC through the parallel port.

3 While holding down any two buttons on the printer control panel, turn the printer on.

4 Wait until you get this message on the printer display:

DOWNLOAD CODE VIA PARALLEL OR SERIAL PORT

5 Start the MSDOS window on your PC.

6 Change to the directory where the new system software is stored by using this command:

*X:\cd newdir *

where *newdir* refers to the name of the directory where your system software is stored and *X*: is the hard drive or CD drive letter designation.

7 Send the new system image to the printer.

- Type

```
copy /b filename.ps lpt#↵
```

where *filename* refers to the name of the system software file (systemdl.ps is a typical name) and # is the number (1 to 3) of the parallel port (/b refers to binary files.)

8 While the system software is loading, the Online LED blinks off and on, and the message window displays

Downloading image
via parallel port.

9 After the new system software has been written to ROM, the printer returns to IDLE.

» *Note: The new system image doesn't erase the old image until the printer verifies that the new image is valid.*

10 Restart the printer to activate the new system software.

11 Print another advanced status page, and verify that the configuration settings are the same.

Placing a Service Call

If you have a problem you cannot resolve, contact your QMS vendor. Your QMS vendor is best equipped to immediately handle any problem you may encounter.

If you have technical questions about your printer, contact the QMS Customer Response Center (see appendix A, "QMS Customer Support.") If you've determined your printer needs to be examined by a QMS service technician, contact your QMS vendor or QMS National Service for work inside the US, or one of the QMS international offices for work outside of the US. (National and international contacts are listed in appendix A, "QMS Customer Support.") Before calling, be sure you have the answers to these questions handy to help our technicians serve you more quickly:

- 1 What is your phone number, fax number, and shipping address?**
- 2 What is the description of the problem?**
- 3 What is your printer model and serial number?**
- 4 What kind of host computer do you have?**
- 5 What operating system do you have and what version?**
- 6 What interface are you using? If serial, what protocol (for example, XON/XOFF)?**
- 7 What application are you using and what version?**
- 8 What is the emulation of the file you're trying to print? What emulation mode is set on the printer communications port?**
- 9 What is the firmware revision number for your printer? (It is listed on both the status and startup pages.)**
- 10 If you can print, have a status page available.**

Your service representative needs to know these things prior to helping you.



A

QMS Customer Support

In This Appendix . . .

- “Sources of Support” on page A-2
- “QMS World-wide Offices” on page A-4

Sources of Support

Several sources of help and information are available, depending on the type of help you need.

Your QMS Vendor

Your local vendor (the one from whom you bought the printer) may be best equipped to help you. Your vendor has specially trained service technicians available to answer questions, and the equipment to analyze your printer problems.

Your Application Vendor

Often, "printing" problems have more to do with the application being used than with the printer. In this case, the application manufacturer is the best source of help.

Q-FAX

Q-FAX, a QMS information retrieval service, provides application notes, technical support notes on common printing problems, and information about printer specifications, options, accessories, consumables, and prices.

In the United States and Canada, call (800) 633-7213 to reach Q-FAX. In all other countries, call (334) 633-3850. Have your fax number handy when you call (or place the call from your fax machine's handset).

You can choose to have either a directory (a list of currently available documents) or a specific document sent to you. The first time you call, request the directory (press 2 on your phone or fax keypad when prompted). Then call back to request specific documents. You can order up to three documents per call.

Internet

The QMS server provides access to technical reports, new product announcements, a trade show schedule, and other general information about QMS.

If you have access to the World Wide Web, you can view the QMS home page at <http://www.qms.com/>. The QMS ftp resource is [ftp.qms.com](ftp://ftp.qms.com).

QMS Customer Response Center (CRC)

You can contact the QMS Customer Response Center (CRC) in three different ways:

- **Telephone**—You can call the CRC at (334) 633-4500 (US) Monday–Friday, 7:00 am–6:00 pm, Central Time.
 - » **Note:** *If you call for assistance, have the following information ready so our technicians can help you more quickly:*
 - Your phone number, fax number, and shipping address
 - A description of the problem
 - The printer model and serial number
 - The type of host computer you're using
 - The type and version of operating system you're using
 - The interface you're using, and, if serial, the protocol (for example, XON/XOFF)
 - The application and version you're using
 - The emulation you're using
 - Your printer firmware version (listed on the status/start-up pages)
 - A status page, if you can print one
- **Fax**—You can fax questions to the CRC at (334) 633-3716 (US). Provide the same information as listed above, and indicate whether you would like a faxed or a phoned reply.
- **Internet**—If you have access to the World Wide Web, you can access the CRC through the QMS home page at <http://www.qms.com/>

QMS World-wide Offices

QMS United States and Latin America

General Contact

1 (334) 633-4300

Fax 1 (334) 633-4866

Email info@qms.com

Internet <http://www.qms.com>

Information on QMS products, supplies, and accessories, and on the authorized QMS remarketer or service provider nearest you

1 (800) 523-2696

Customer Response Center (CRC)

Technical Assistance

1 (334) 633-4500

7:00 am–6:00 pm Central Time

Fax 1 (334) 633-3716

Internet <http://www.qms.com>

Latin America Fax

1 (334) 639-3347

National Service

Service Information, Installation, and Maintenance Pricing

1 (800) 762-8894

On-Site Service and Depot Repair Information

1 (800) 858-1597

7:00 am–7:00 pm Central Time

Spare Parts Ordering and Information

1 (334) 633-4300 x2530

8:00 am–5:00 pm Central Time

QMS Canada

General Contact

1 (514) 340-0646

Fax 1 (514) 340-0401

Supplies and Accessories

1 (800) 268-0343 x223

National Service

On-Site Service and Depot Repair Information

1 (800) 268-4969

8:30 am–7:00 pm Eastern Time

Spare Parts Ordering and Information

1 (905) 206-9234 x238

8:30 am–5:00 pm Eastern Time

Bulletin Board Service

1 (905) 206-0084

QMS in Japan

General Contact

(+81)-3 3779-9600
Fax (+81)-3 3779-9650
Internet <http://www.qmsj.co.jp>

QMS EMEA

QMS Australia

Anitech
Sydney Business & Tech. Centre
52/2 Railway Parade
2141 Lidcombe NSW
Australia
(+61) 2-9901 3235
Fax (+61) 2-9901 3273
Internet <http://www.qmsaus.com.au/>

QMS Benelux

**Belgium, Netherlands,
and all unlisted coun-
tries**

Planetenbaan 60 'Corner Plaza'
3606 AK Maarssen
The Netherlands
(+31) 346-551333
Fax (+31) 346-550170
Internet <http://www.qms.nl>

QMS France

Vélizy Plus
1 Bis, Rue du Petit Clamart
78142 Vélizy Cedex
France
(+33) 1-410 79 393
Fax (+33) 1-408 30 110

QMS GmbH

Germany and Austria

Gustav Heinemann Ring 212
D-81739 Munich
Germany
(+49) 89 63 02 67 0
Fax (+49) 89 63 02 67 67

QMS Italy

Via della Repubblica 56
43100 Parma
Italy
(+39) 52-1231 998
Fax (+39) 52-1232 902

**QMS World-wide
Offices**

| | |
|--|--|
| QMS Nordic Sweden, Finland, Norway, and Denmark | Arenavägen 41, 6th floor 121 77 Johanneshov Sweden (+46) 8-600 01 30 Fax (+46) 8-600 01 33 |
| QMS South Africa | Saskay House Unit 24 Sunninghill Business Park Peltier Road, Sunninghill, Johannesburg Republic of South Africa (+27) 11-807 6957 Fax (+27) 11-807 6960 |
| QMS UK United Kingdom and Ireland | Old Bridge House, The Hythe Staines, Middlesex TW18 3JF United Kingdom (+44) 1784-442255 Fax (+44) 1784-461641 |



B

Configuration Menu

In This Chapter . . .

- “Menu Chart Conventions” on page B-2
- “Operator Control Menu” on page B-3
- “Administration Menu” on page B-4
- “Installation Menu” on page B-10

Introduction

Use this chapter as a quick reference for understanding and navigating the printer's configuration menu. The following menu charts are provided:

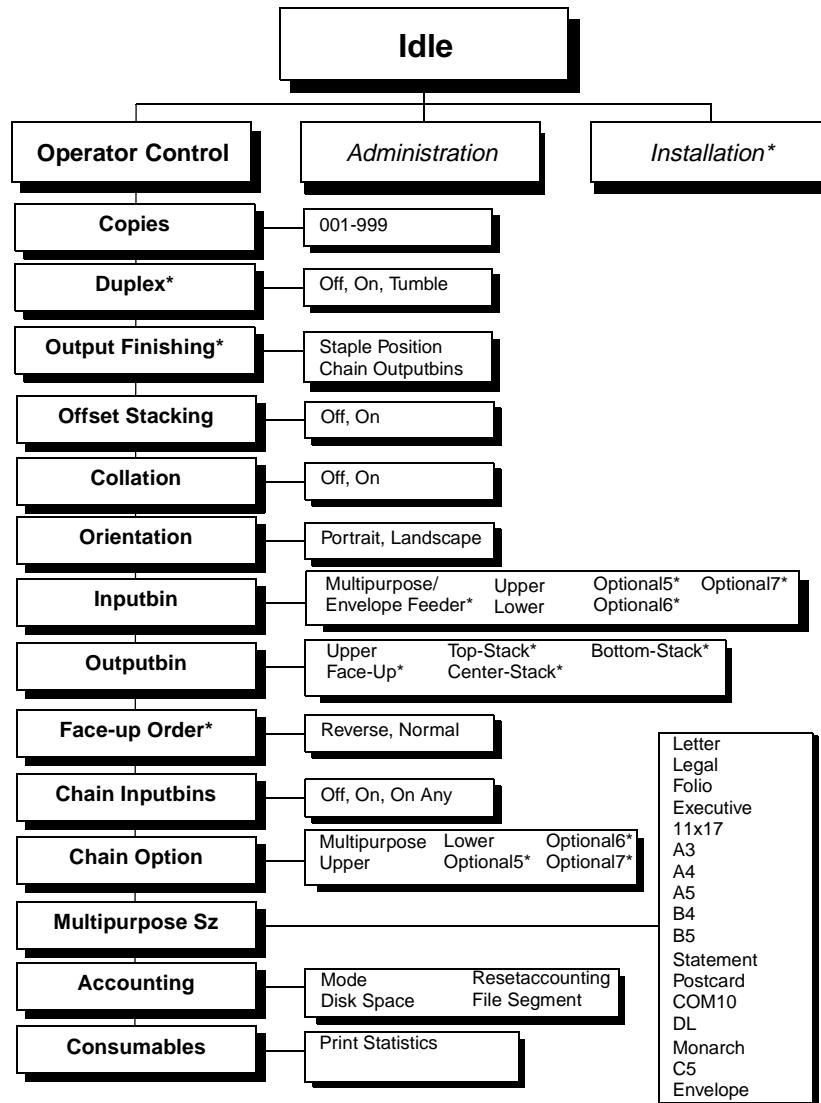
- **Operator Control menu** on page B-3
- **Administration menu** on page B-4
- **Installation menu** on page B-10

Menu Chart Conventions

The following conventions are used in the menu charts:

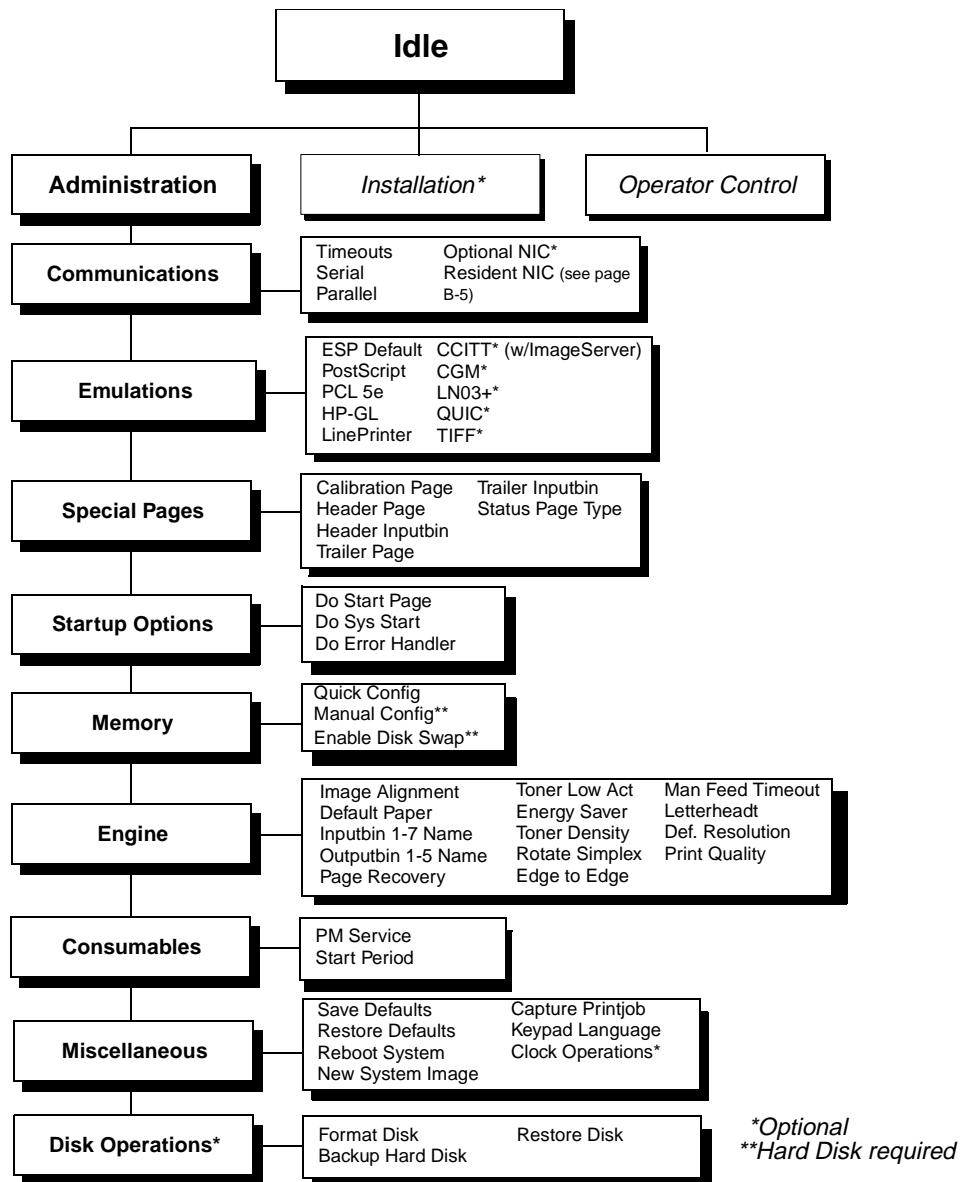
- Some menu choices are marked as optional or with a *, indicating that the selection appears in the menu only when the option is installed.
- These charts show only the top-level menus. See chapter 2, "Printer Configuration," in *Reference* for detailed information on menu options.

Operator Control Menu



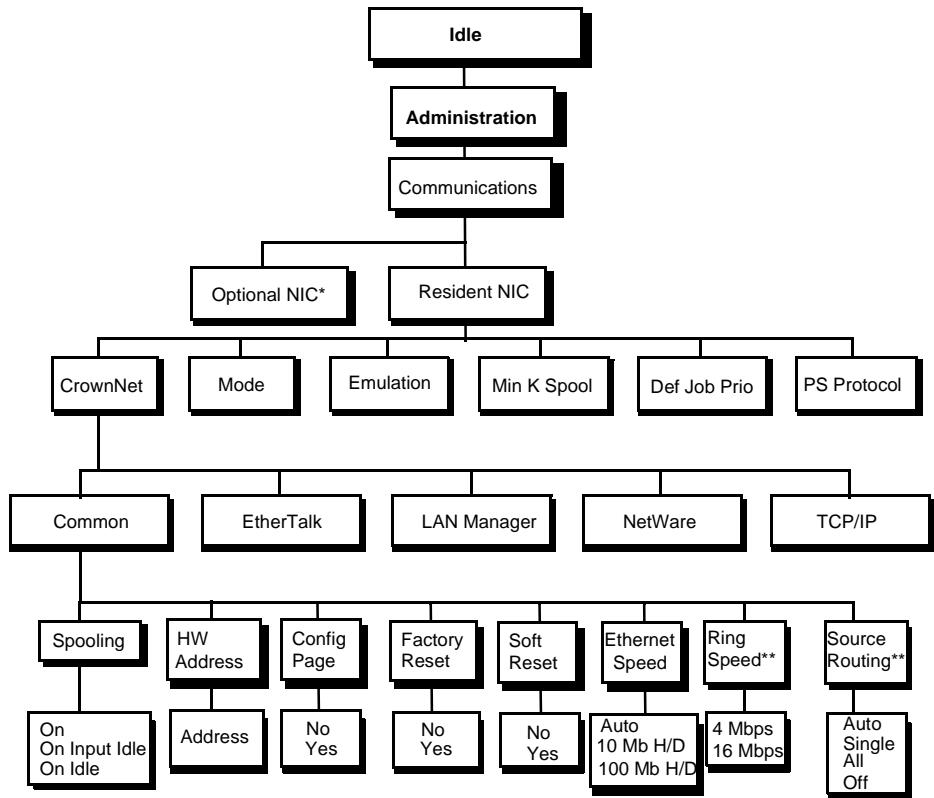
**Optional*

Administration Menu



Administration/Communications/Resident NIC/CrownNet Menu

Common Menu

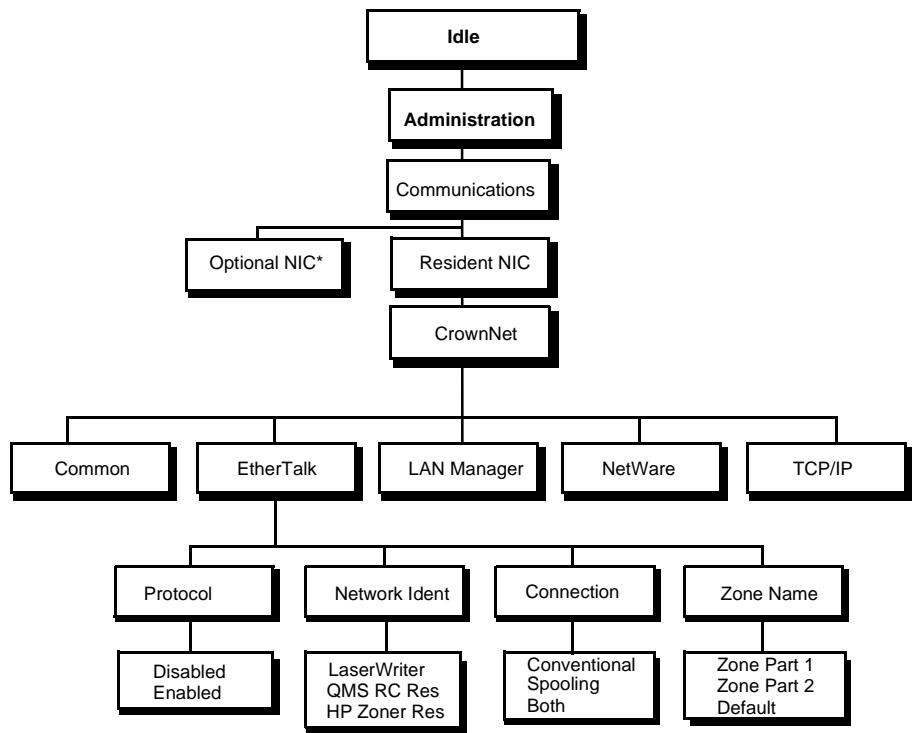


***Optional Token-Ring*

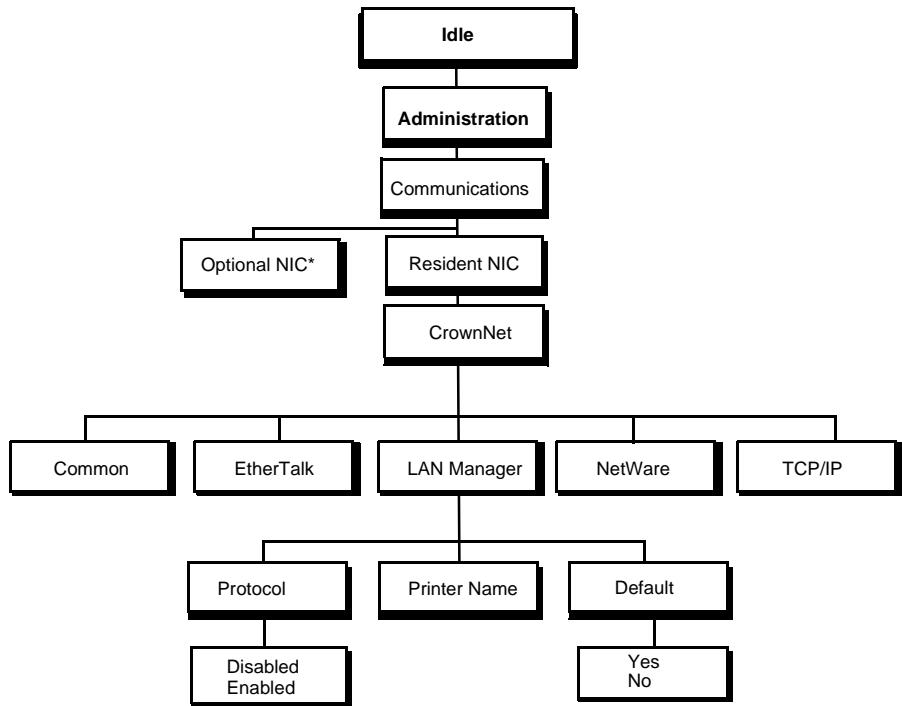
**Optional*

Administration Menu

EtherTalk Menu

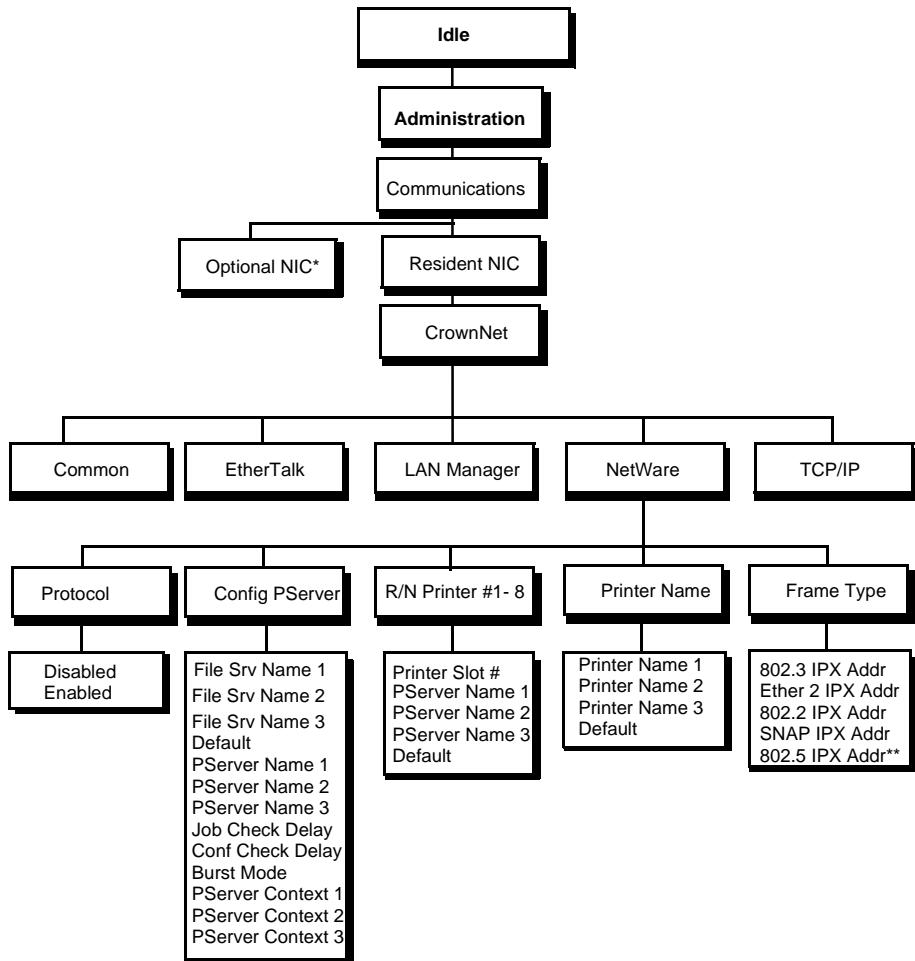


**Optional*

LAN Manager Menu**Optional*

Administration Menu

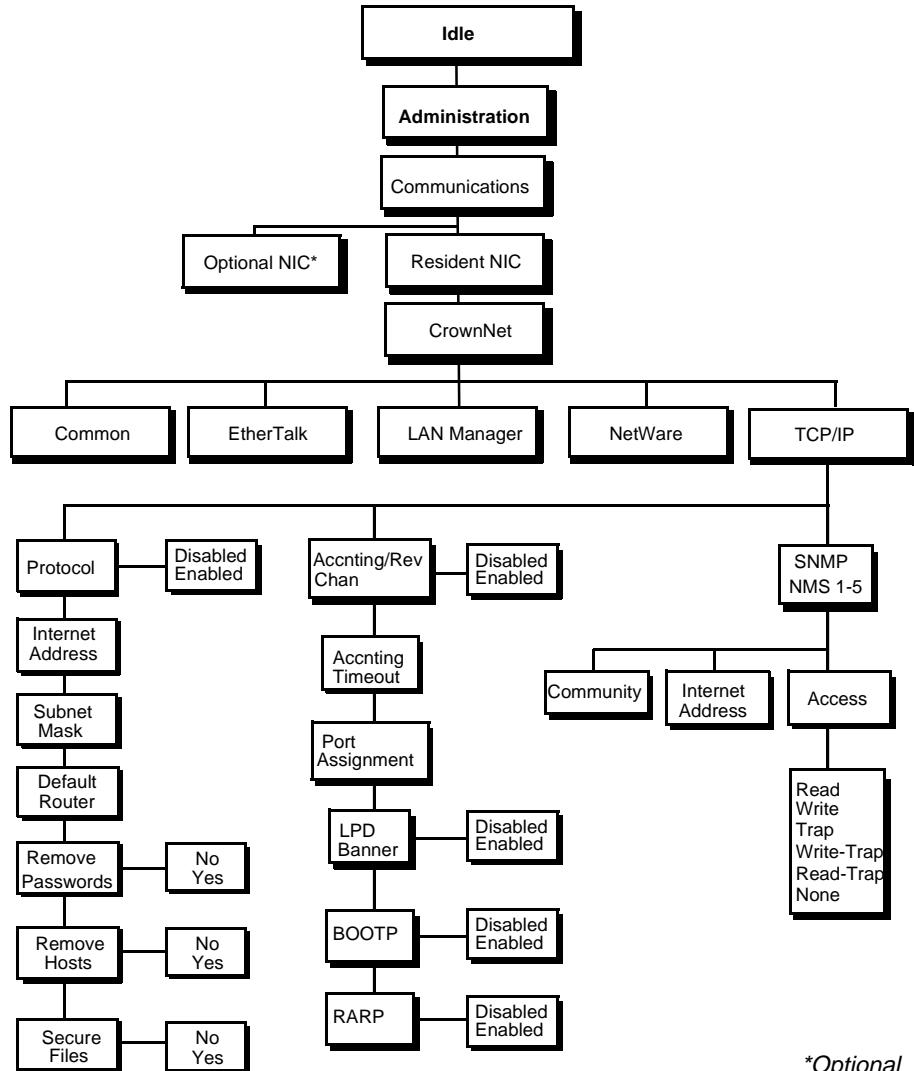
NetWare Menu



**Optional Token-Ring

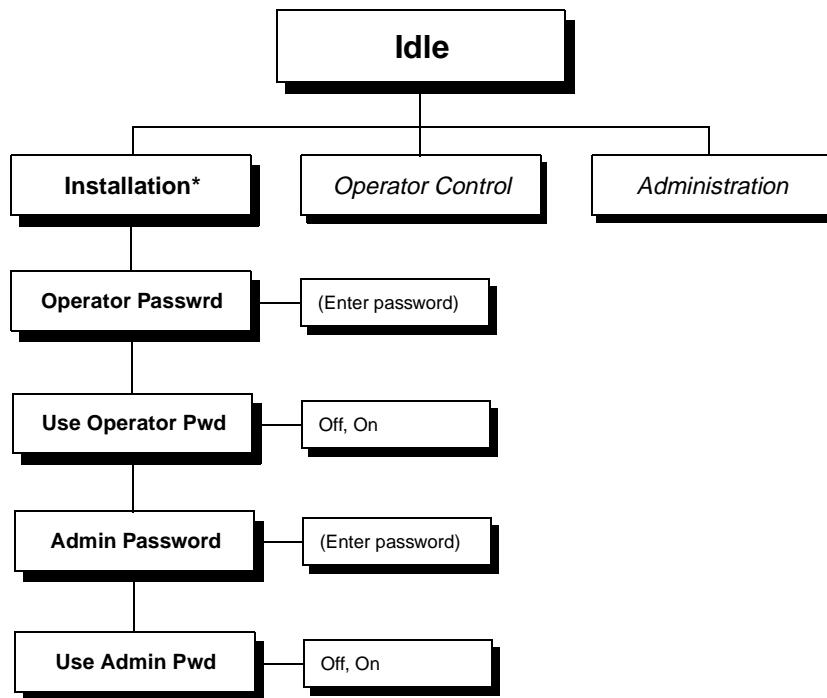
*Optional

TCP/IP Menu



*Optional

Installation Menu



**Optional*

C

Repacking the Printer

In This Chapter . . .

- “Introduction” on page C-2
- “Remove the HCOS” on page C-3
- “Remove the Face-Up Tray” on page C-7
- “Remove the Duplexer” on page C-7
- “Removing the Envelope Feeder” on page C-9
- “Removing the HCIF” on page C-10
- “Repacking the Printer” on page C-13

Introduction

If you need to relocate or ship your printer after it's been installed, you must follow the procedures in this chapter to prevent damage to the printer and to keep your warranty valid.

- ▲ **Caution:** *QMS cannot be held responsible for damage to your printer during shipment that results from the improper packaging of your printer. You **must** use the instructions given in this section before repacking the printer in its original shipping carton with the original packing materials.*

*If you need replacement packaging, in the US call QMS National Service at 1 (334) 633-4300 x 2530 and request catalog number 2600439-200. If you need to return the printer for service, in the US call QMS Customer Service at 1 (334) 633-1072 for an RMA (Return Merchandise Authorization) number **before** shipping the printer. In other countries, refer to appendix A, "QMS Customer Support."*

What's Involved?

Repacking your printer involves removing all of the options from the printer, then placing the printer back into the original carton. You may not have all of the options installed on your printer. Therefore, skip the steps or sections describing removal of the options that you don't have on your printer and begin on the next step.

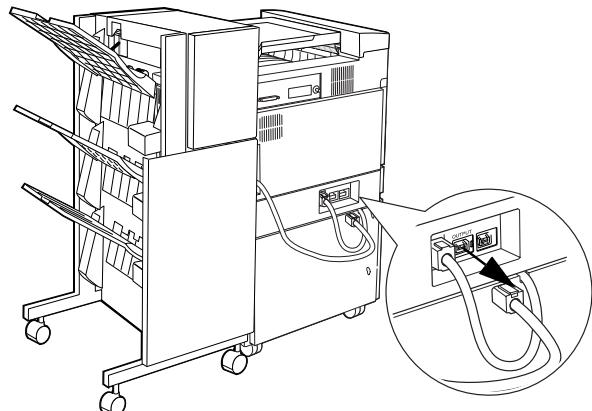
Overview of the Steps

- 1 Remove the high-capacity output stacker (HCOS).
- 2 Remove the face-up tray.
- 3 Remove the duplexer.
- 4 Remove the envelope feeder and replace the multipurpose tray.
- 5 Remove the high-capacity input feeder (HCIF).
- 6 Repack the printer.

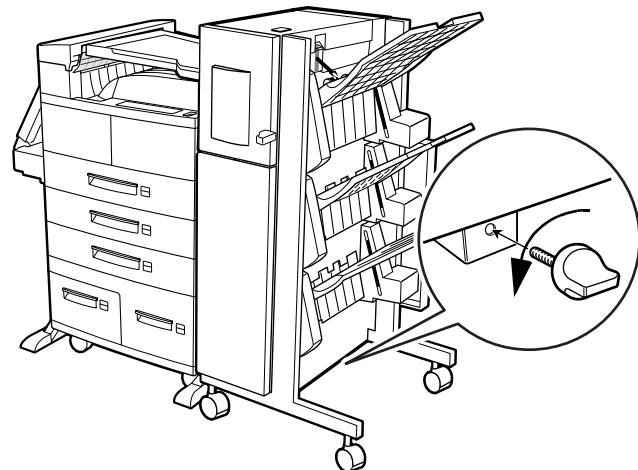
Remove the HCOS

Skip this section if you do not have the optional HCOS.

- 1 Unplug the interface cable from the rear of the printer.

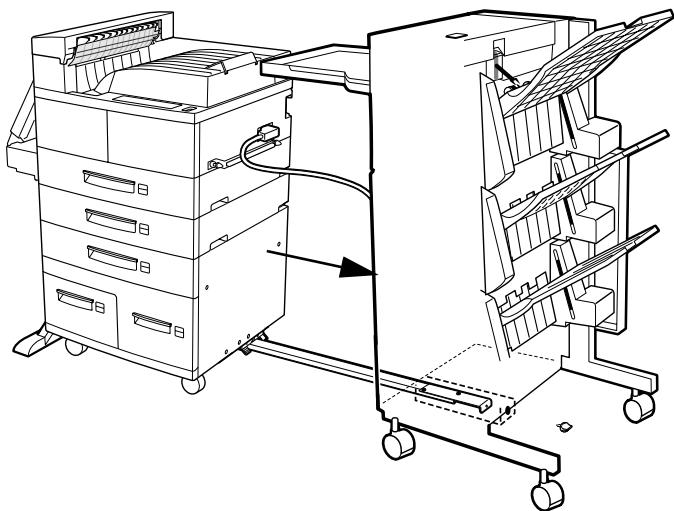


- 2 Unscrew the locking screw that secures the HCOS to the printer.

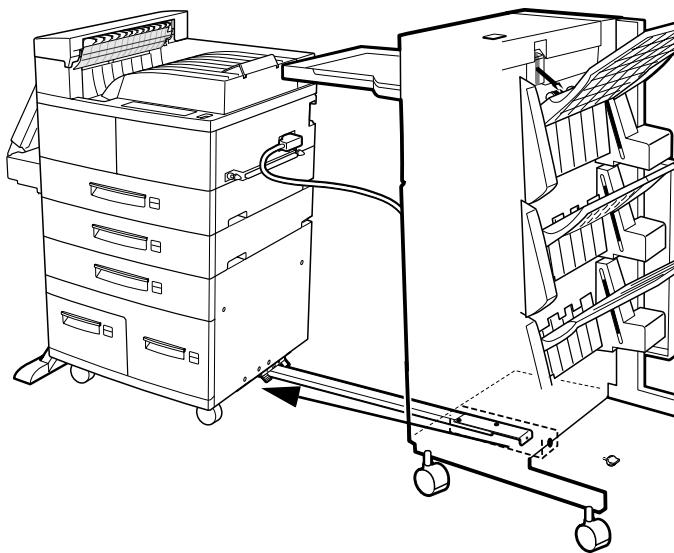


Remove the HCOS

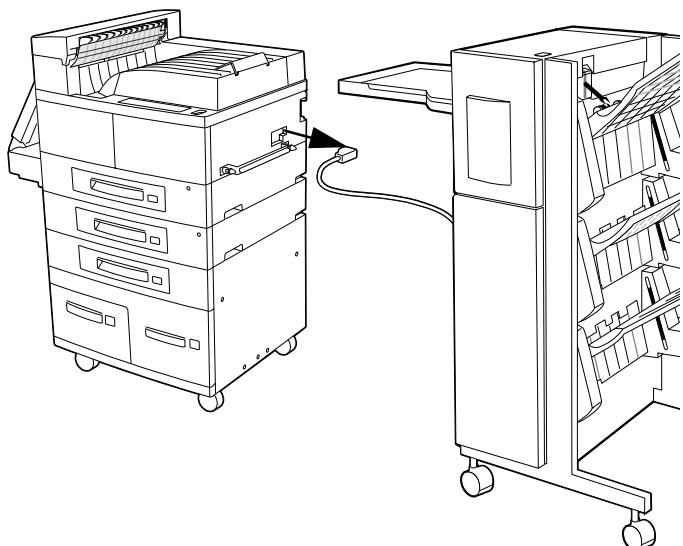
- 3 Pull the HCOS away from the printer.



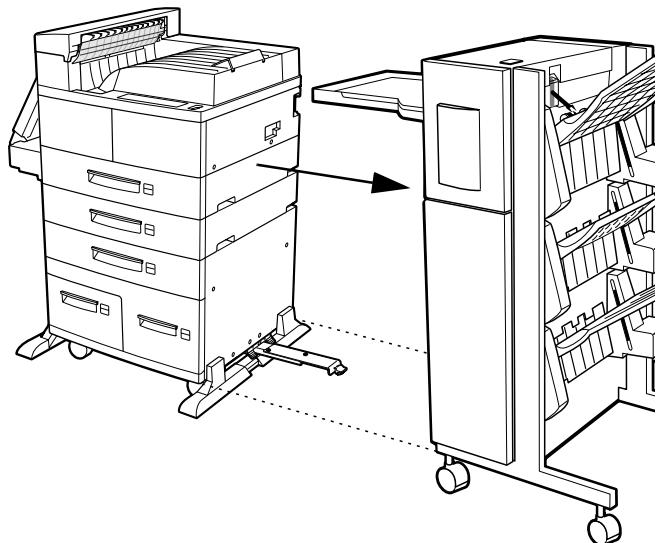
- 4 Push the locking bar away from the HCOS to free it from the printer.



5 Unplug the power cable connected to the right side of the printer.

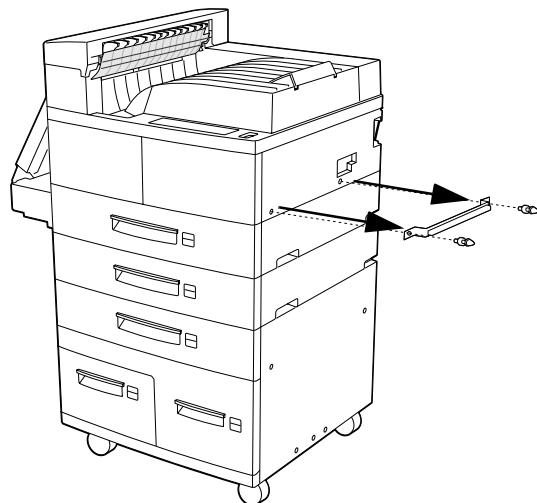


6 Move the HCOS away from the printer.



Remove the HCOS

- 7 Loosen the thumb-screws on the connecting bracket on the right side of the printer to remove it.



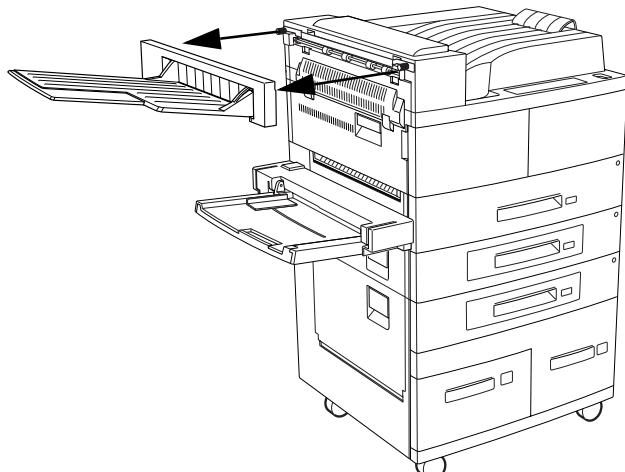
- 8 Remove the vertical transport unit from the top of the printer.
- 9 Store the HCOS and its components in a safe place for re-installing later.



Remove the Face-Up Tray

Skip this section if you do not have the optional face-up tray.

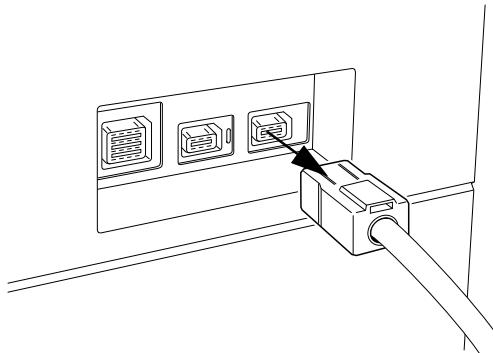
- 1 Unhook the face-up tray from the left side of the printer.**
- 2 Store the face-up tray in a safe place for reinstalling later.**



Remove the Duplexer

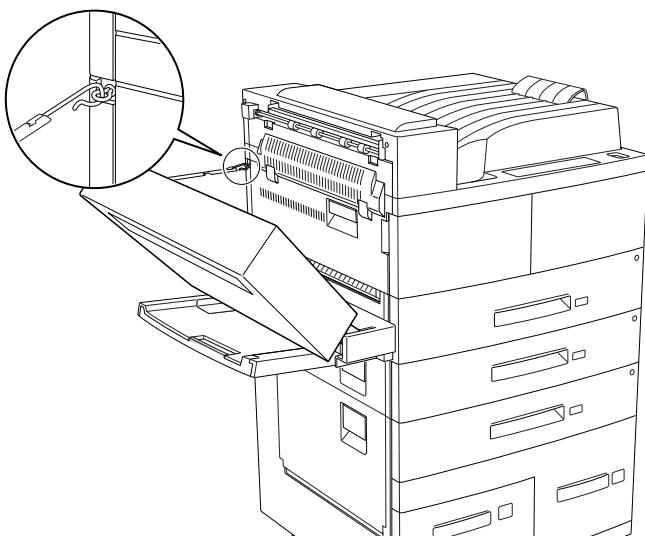
Skip this section if you do not have the optional duplexer.

- 1 Disconnect the duplexer interface cable from the rear of the printer.**

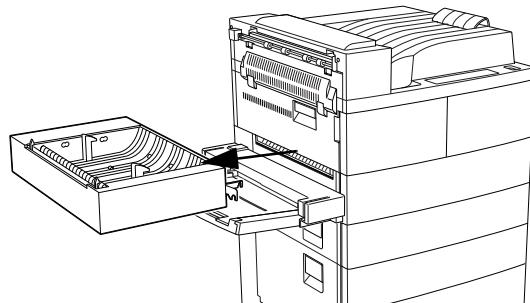
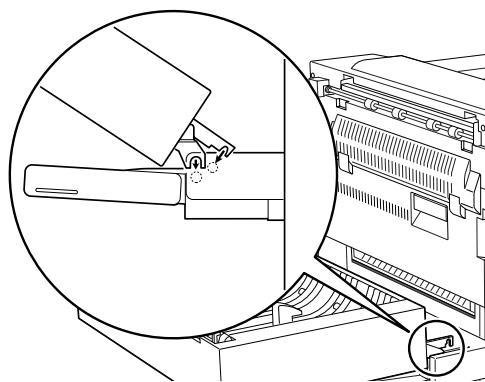


Remove the Duplexer

- 2 Open the duplexer and unhook the safety wire at the rear.



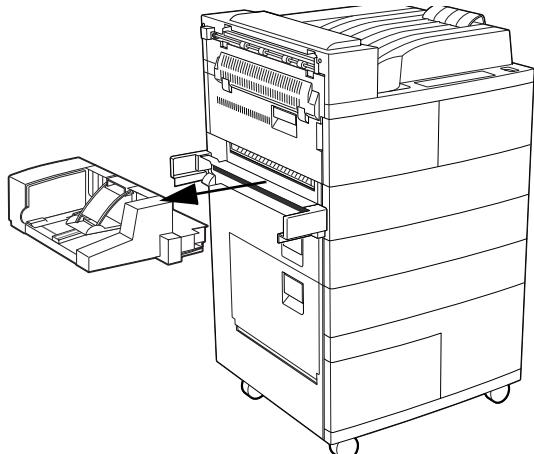
- 3 Lower the duplexer to a horizontal position and gently lift the duplexer straight up.
- 4 Store the duplexer in a safe place for re-installing later.



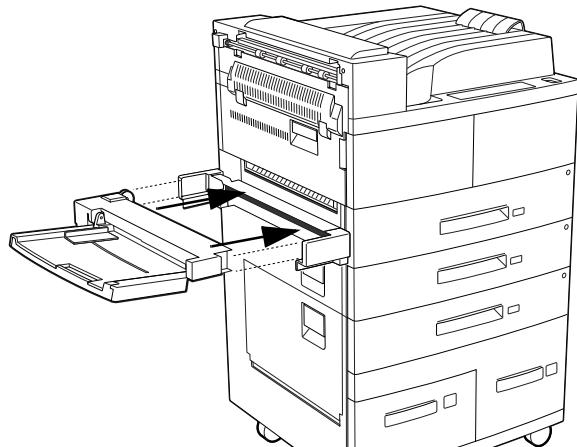
Removing the Envelope Feeder

Skip this section if you do not have the optional envelope feeder.

- 1 Pull out the envelope feeder by grasping the sides and firmly pulling.



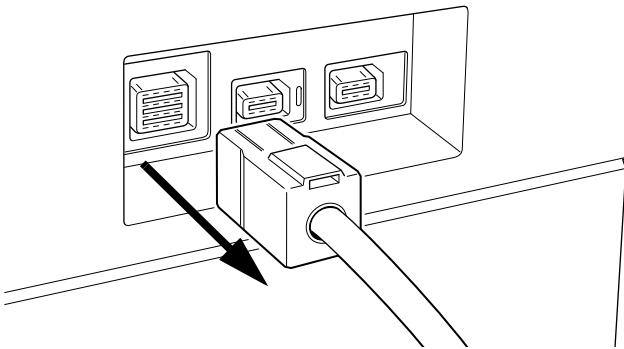
- 2 Store the envelope feeder in a safe place for reinstalling later.
- 3 Replace the multipurpose feeder.



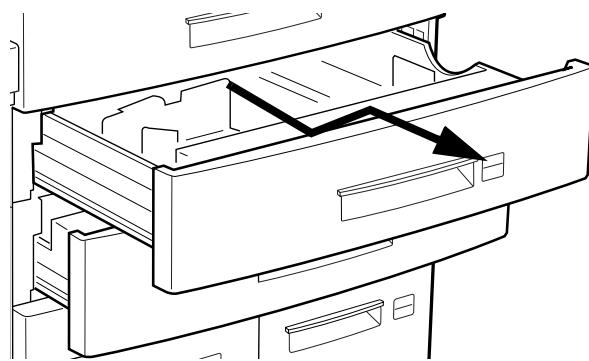
Removing the HCIF

Skip this section if you do not have the optional high-capacity input feeder.

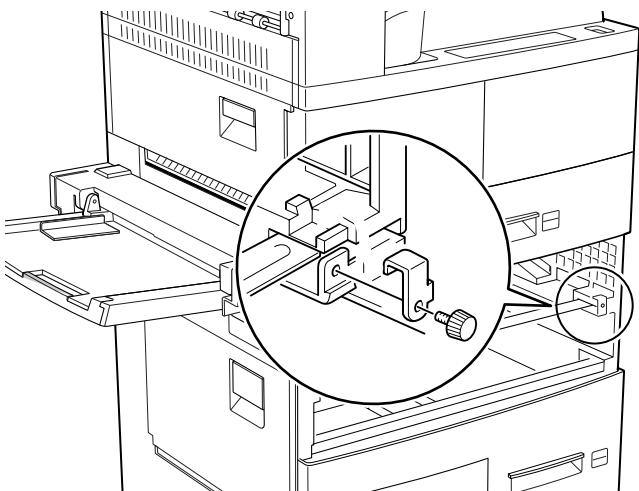
- 1 Disconnect the HCIF interface cable from the rear of the printer.**



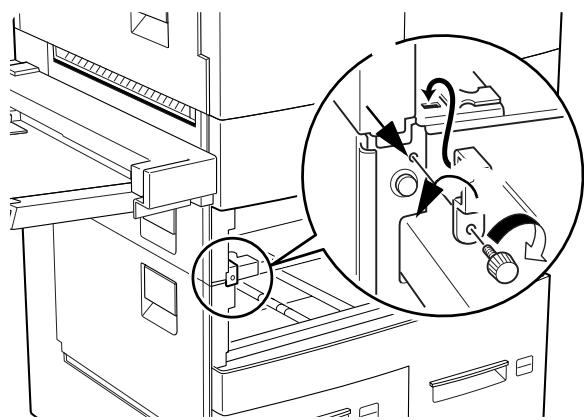
- 2 Remove trays 3 and 5.**



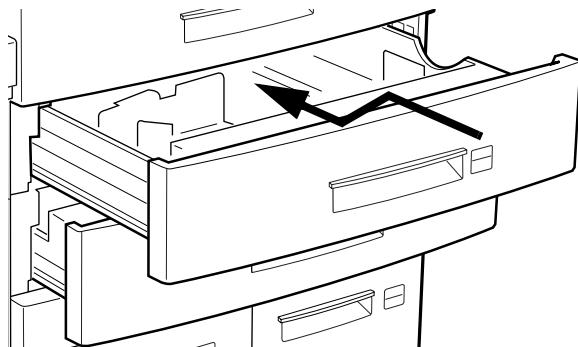
3 Remove the mounting bracket on the right side of the printer/HCIF frame by loosening and removing the thumbscrew.



4 Remove the mounting bracket on the left side of the printer/HCIF frame by loosening and removing the thumbscrew.



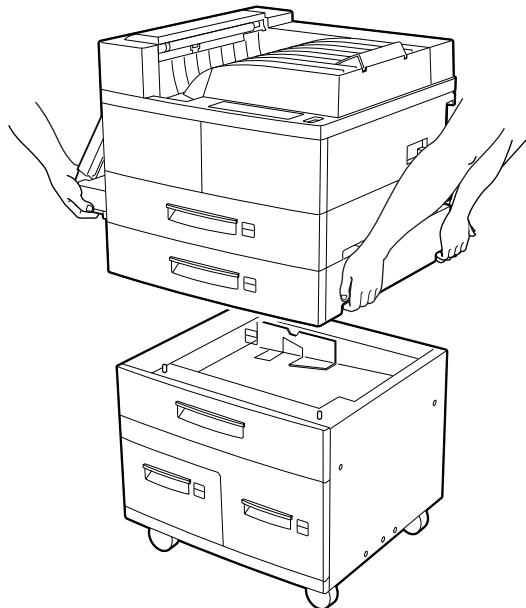
5 Insert trays 3 and 5.



6 With another person, stand on the left and right sides of the printer and lift it by grasping the hand holds.



WARNING! Your printer weighs approximately 91 lbs (41.3 kg) without consumables. Be sure to have help when lifting and moving it.



ACHTUNG! Das Gewicht dieses Druckers beträgt ohne Verbrauchsmaterial ca. 41.3 kg. Bitte versuchen Sie niemals, den Drucker alleine anzuheben oder zu transportieren.

Repacking the Printer

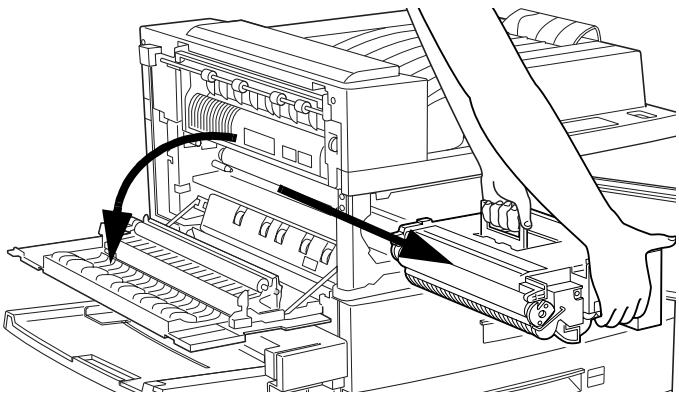
- 1 Open the left and front doors of the printer and remove the toner cartridge.**
- 2 Place the toner cartridge back into its original protective aluminum bag.**

If you don't have this bag, carefully wrap the cartridge in a piece of dark, heavy cloth.
Store the cartridge where it will not get scratched or damaged.
- 3 Using shipping tape, secure all the covers and tape the shipping spacer between the folded-up multipurpose tray and the printer.**
- 4 Reinsert the shipping spacers in the paper trays and tape the trays closed.**
- 5 With another person, stand on the left and right sides of the printer and lift it by grasping the hand holds.**



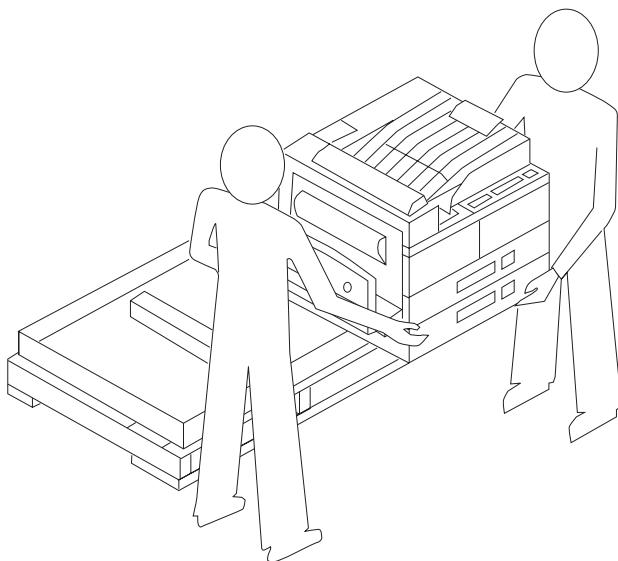
WARNING! Your printer weighs approximately 91 lbs (41.3 kg) without consumables. Be sure to have help when lifting and moving it.

ACHTUNG! Das Gewicht dieses Druckers beträgt ohne Verbrauchsmaterial ca. 41.3 kg. Bitte versuchen Sie niemals, den Drucker alleine anzuheben oder zu transportieren.

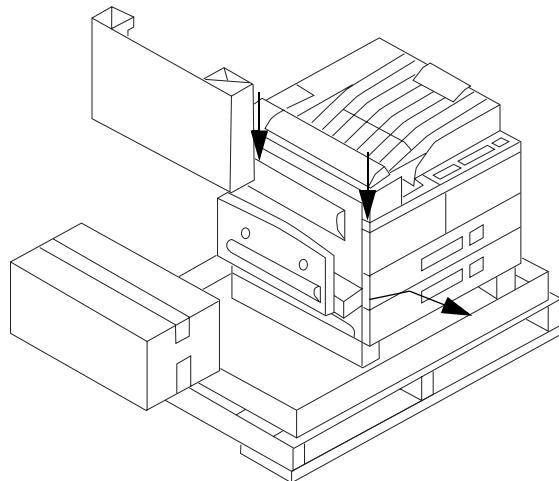


Repacking the Printer

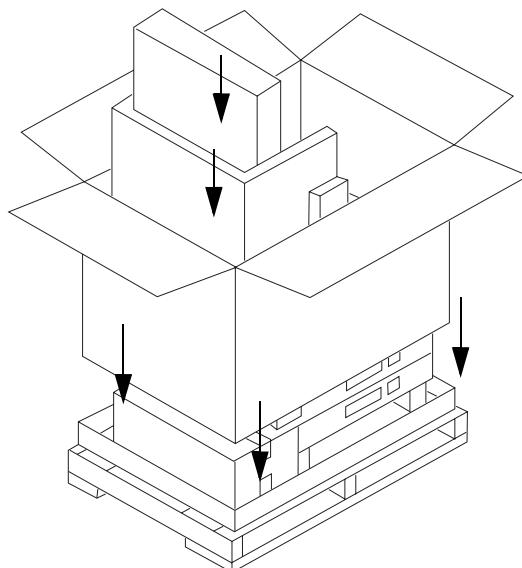
- 6 Place the printer back onto the supports on top of the original shipping pallet.



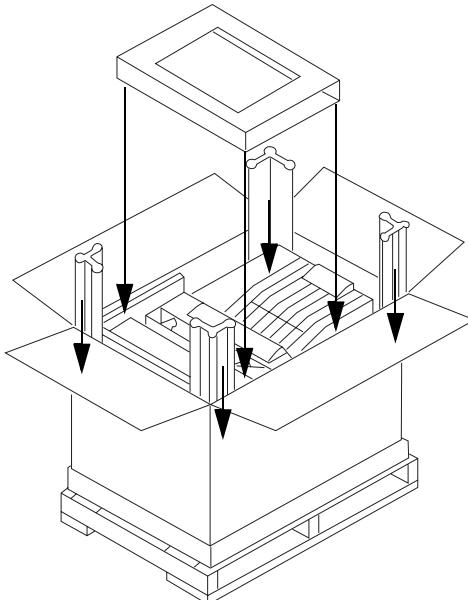
- 7 Replace the original consumables box and the shipping spacers.



- 8** **Slide the original shipping carton over the top of the printer and the shipping spacers.**



- 9** **Slide the corner supports into the shipping carton and replace the top shipping spacer and cover.**
- 10** **Close the top and secure with shipping tape.**
- 11** **Reinsert the four shipping plugs to secure the shipping carton to the base.**
- 12** **Secure the carton to the pallet with shipping straps.**



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